



BOARD OF DIRECTORS MEETING
 AGENDA – FEBRUARY 24, 2016; 9:00 AM
 PSTA BOARD ROOM

			<u>TIME</u>	<u>PAGE #</u>
1.	CALL TO ORDER & PLEDGE OF ALLEGIANCE		9:00	
2.	PUBLIC COMMENT		9:05	
	<p>The Public Comment agenda item presents an opportunity for individuals to provide input on items that do not appear on the agenda. The public will also be allowed to speak on any consent agenda item, other than ceremonial and ministerial items, such as the approval of the Board's minutes, during the Public Comment section of the agenda. Each speaker will be asked to complete a green comment card, which will be given to the Chairperson by PSTA's General Counsel. Speakers will be recognized in the order in which cards are received.</p>			
3.	PRESENTATIONS		9:30	
	A. Federal Legislative Presentation	10 min	VAN SCOYOC	5
	o Legislative Committee Update	10 min	BEN DIAMOND	
	B. Customer Satisfaction Survey	20 min	MARK AESCH	9
4.	NON-BOARD COMMITTEES		10:10	
	A. Transit Riders Advisory Committee	5 min	ELAINE MANN	26
	B. Metropolitan Planning Organization	5 min	JULIE BUJALSKI	27
	C. MPO's Local Coordinating Board	5 min	PATRICIA JOHNSON	28
5.	CONSENT AGENDA		10:25	
	(Board Members may pull items for discussion)			
	A. Board Meeting Minutes		CHAIR RICE	29
	B. Lawn Maintenance & Related Services		HENRY LUKASIK	37
	C. Remanufacture Engines & Transmissions		HENRY LUKASIK	39
6.	ACTION ITEMS		10:35	
	A. Central Ave BRT Consultant Scope	20 min	HEATHER SOBUSH	41

7.	REPORTS/CORRESPONDENCE	BRAD MILLER	10:55	
	A. PSTA Performance Report/Updates			56
	B. Bus Technology Options & Timeline			61
	C. 2016 American Bus Benchmarking Update			68
	D. 2016 PSTA Planning Calendar			84
	E. Capital Projects Update			85
8.	FUTURE MEETING SUBJECTS		11:10	87
9.	OTHER BUSINESS		11:15	
10.	BOARD MEMBER COMMENTS		11:20	
11.	ADJOURNMENT		11:30	

THE NEXT MEETING IS MARCH 30, 2016 AT 9:00 AM

**PLEASE STAY FOR A BRIEF 11:45 AM MEDIA EVENT ANNOUNCING
PSTA'S STRONG CUSTOMER SATISFACTION.**

MEETING NOTICE

The regular monthly meeting of the Pinellas Suncoast Transit Authority (PSTA) Board of Directors will be held on **Wednesday, February 24, 2015, at 9:00 AM**, in the Board Room at PSTA Headquarters, 3201 Scherer Drive, St. Petersburg. Any last minute postponement of the meeting will result in another scheduled meeting to be held at least two days after the postponed meeting. A full Board Report package is available for public viewing at PSTA Headquarters and on PSTA's website. Materials printed in large type for the visually impaired can be made available by calling 727-540-1800 at least two days prior to the Board Meeting. Special listening devices are available for the hearing impaired and can be reserved by calling 727-540-1800. An interpreter for the hearing impaired can be scheduled with one week advance notice.

Public Comment - Items Not on the Agenda: The Public Comment agenda item presents an opportunity for individuals to provide input on items that do not appear on the agenda. Each speaker will be asked to complete a green comment card, which will be given to the Chairperson by PSTA's General Counsel. Speakers will be recognized in the order in which cards are received.

Public Comment - Items on the Agenda: After staff presentations on agenda items pertaining to Action Items, the Chairperson will ask for public comment, to be followed by Board comments/action. The public will be allowed to speak on any consent agenda item, other than ceremonial and ministerial items, such as the approval of the Board's minutes, during the Public Comment section of the agenda. Comments on Action Items and Consent Agenda Items must be limited to the specific agenda items. Each speaker will be asked to complete a green comment card, which will be given to the Chairperson by PSTA's General Counsel. Speakers will be recognized in the order in which cards are received.

Public Comment - Time Limits: Public comment is limited to three minutes per individual speaker, unless the Board grants additional time. A group can designate a spokesperson by completing the appropriate form and presenting it to staff. The spokesperson can then speak on behalf of the group, addressing the Board for three minutes for each member of the group present in the audience who waives his/her right to speak, up to a maximum of ten minutes.

Public Comment - Guidelines: Upon recognition by the Chairperson, individuals addressing the Board shall approach the podium and give his/her name in an audible tone of voice. Each speaker shall not comment more than once on the same agenda item, at the same meeting, unless the Board grants an exception. All remarks should be addressed to the Board as a body, and not to any member thereof. No person other than members of the Board and the person having the floor shall be permitted to enter into any discussion. Questions shall not be asked to individual Board members except through the Chairperson. Any person making personal, impertinent, or slanderous remarks, or who shall become boisterous while addressing the Board, may be requested to leave the meeting and may be barred from further attendance at that meeting.

If any person decides to appeal any decision made by the Board of Directors with respect to any matter considered at this meeting, he/she will need a record of the proceedings, and that, for such purposes, 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.

PUBLIC COMMENT



2: Public Comment

Action: Information Item

Resource: Darden Rice, Chairperson

-
- The Public Comment agenda item presents an opportunity for individuals to provide input on items that do not appear on the agenda.
 - The public will also be allowed to speak on any Consent Agenda item, other than ceremonial and ministerial items, such as the approval of the Board's minutes, during the Public Comment section of the agenda.
 - Each speaker will be asked to complete a green comment card, which will be given to the Chairperson by staff. Speakers will be recognized in the order in which cards are received. Public comment is limited to three minutes per individual speaker, unless the Board grants additional time.
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PRESENTATIONS



3A: Federal Legislative Presentation



Action: Information Item

Staff Resource: Brad Miller, CEO

- Harry Glenn from Van Scoyoc Associates will give a presentation on progress with PSTA's Federal Legislative priorities, followed by an overview of the February 3rd Legislative Committee meeting and recent trip to Tallahassee by Legislative Committee Chair Diamond.
-

Attachments:

1. PowerPoint



PSTA Legislative Committee Summary of the “FAST Act”



Overview

- Signed into law on Friday, December 4, 2015. Strong bipartisan vote
- First long-term bill since 2005 – SAFETEA-LU
- \$305 billion policy and funding authorization bill for FY 2016 – 2020
- Federal gas tax revenues and \$70 billion General Fund transfers
- Authorizes funding for transit, highways, passenger rail, auto safety, and research programs
- New grant program to demonstrate the next financing mechanism

Key Initiatives

- Increased local control for highway/bridge funding and funding for bike/pedestrian/recreation trails programs
- Two freight grant programs totaling \$10.8 billion over 5 years
- TIGER grant program not affected

PSTA Legislative Committee

Key Provisions for PSTA

Transit Programs

- \$61.1 billion authorized over five years for transit
 - 10.2 percent increase in 2016 and 17.7 percent by FY 2020
- Formula Programs will increase with inflation
- Small Starts program continued, with programs under \$300 million eligible
- Increases domestic content requirements from 60% to 70% by 2020

Bus and Bus Facilities Grant Program

- Major new initiative for transit is reinstating competitive grant program eliminated in MAP-21. Cut was more than \$500 million/year
- Grant program is set at \$213 million in FY 2016 increasing to \$289 million in FY 2020. \$1.245 billion over five years
- Continues \$55 million annual grant program for Low and No Emission buses and charging facilities. \$275 million over five years

PSTA Legislative Committee

FY 2016 Omnibus Appropriations

Department of Transportation

- TIGER Grant program is provided \$500 million
- Federal Transit Administration
 - Provides the full FAST Act authorized amount of \$11.8 billion for FTA, an increase of \$870 million over the FY 2015 levels
 - \$9.35 billion is provided for all formula grant programs
 - \$2.18 billion for Capital Investment Grants, \$57 million above FY 2015 levels
 - Provides \$353 million for Small Starts – Full Funding

Tax Extenders

- Parking and Transit benefits are now equal at \$255/month
 - These benefits are excluded from payroll taxes and from gross income.
 - They are permanent and will be indexed to inflation.

PRESENTATIONS



3B: Customer Satisfaction Survey



Action: Information Item

Staff Resource: Brad Miller, CEO

FINANCE & PERFORMANCE
MANAGEMENT

PLANNING

TRAC

Background:

- In the Summer of 2015, PSTA awarded a contract to TransPro Consulting to provide in-depth customer service training for PSTA employees.
- TransPro is based out of Tampa and specializes in providing consultant, coaching and training services to different agencies, including many transit agencies similar to PSTA.
- Coaching and development training commenced from August through October of 2015 through the TransPro Company.
- Over 30 classes were held in the PSTA auditorium encompassing over 400 PSTA employees to include Bus Operators, Supervisors, and Customer Service Representatives (CSRs).

Customer Satisfaction Survey

- Upon completion of the customer service training sessions, TransPro performed a series of onboard surveys in November, 2015 which included in-depth analysis of collected information in efforts to gauge PSTA customers' demographics, riding habits and trends, and determine additional customer demands and needs as applicable.
- PSTA's services scored very well with our customers in most areas. TransPro's CEO Mark Aash is scheduled to be at the Board Meeting to share the results.

Summary:

- A condensed PowerPoint summary of TransPro's findings was presented at the February Transit Riders Advisory Committee (TRAC), Finance & Planning Committee meetings.

- PSTA's services scored very well with our customers in most areas. TransPro's CEO Mark Aash is scheduled to be at the Board Meeting to share the results.
-

Attachments:

1. PowerPoint



Customer Service Satisfaction Survey

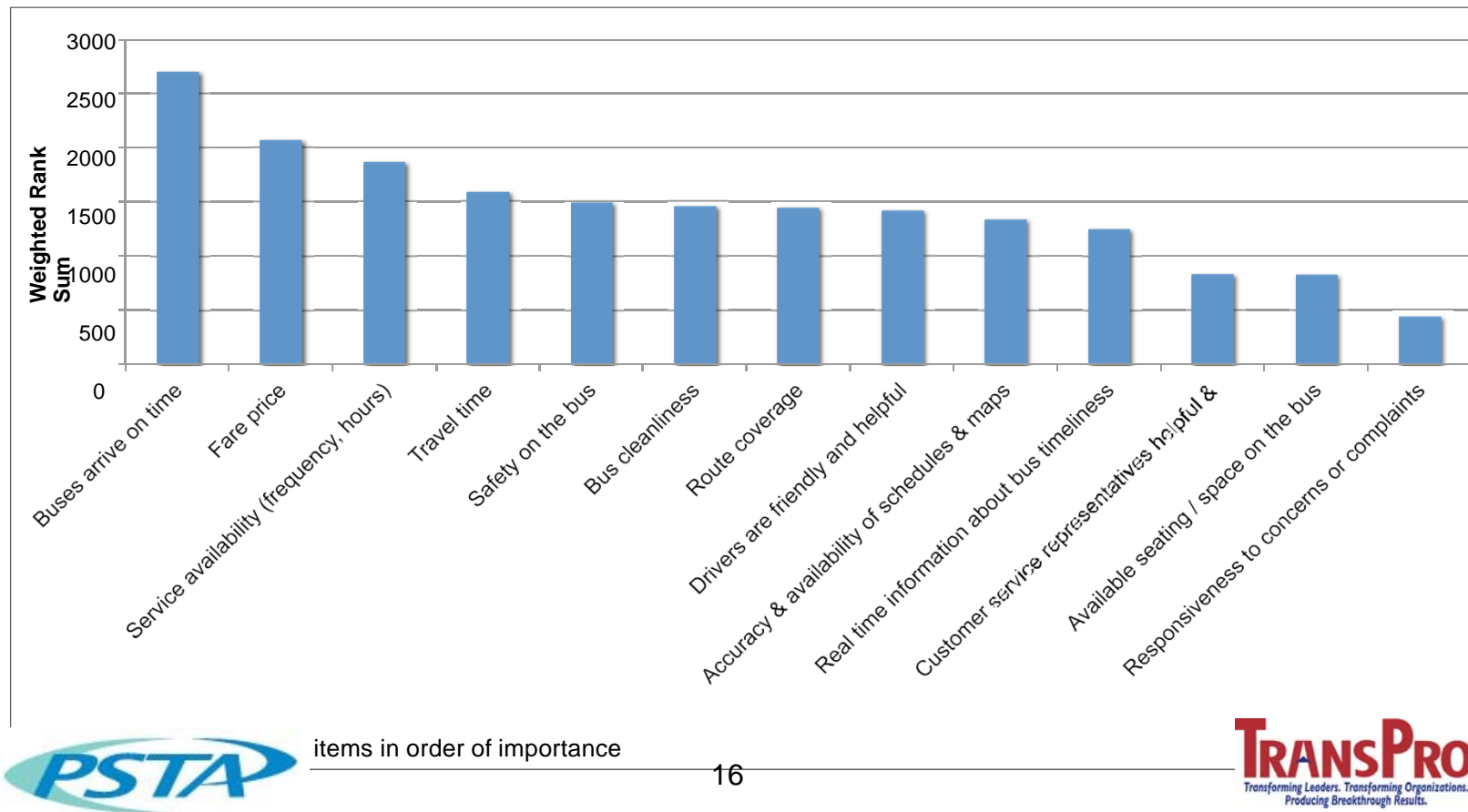
**CUSTOMER
SATISFACTION**



**PSTA Board Meeting
February 24, 2016**

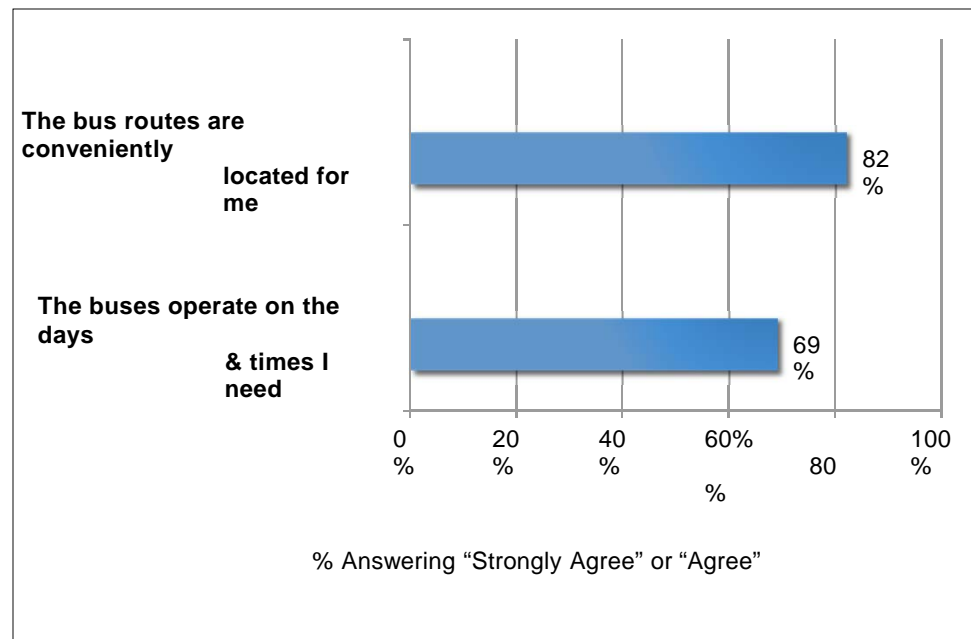
Top 10 Customer Importance Factors

- Time, price and frequency are the most important service factors for customers.



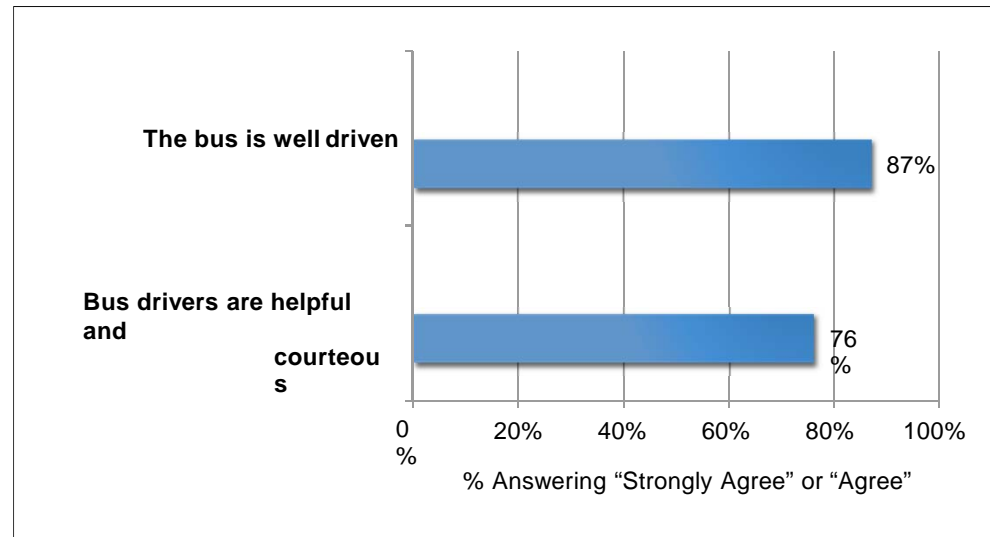
Availability

- More than 80% of customers are satisfied with PSTA's service coverage
- Less than 70% of customers are satisfied with the service times and frequency.



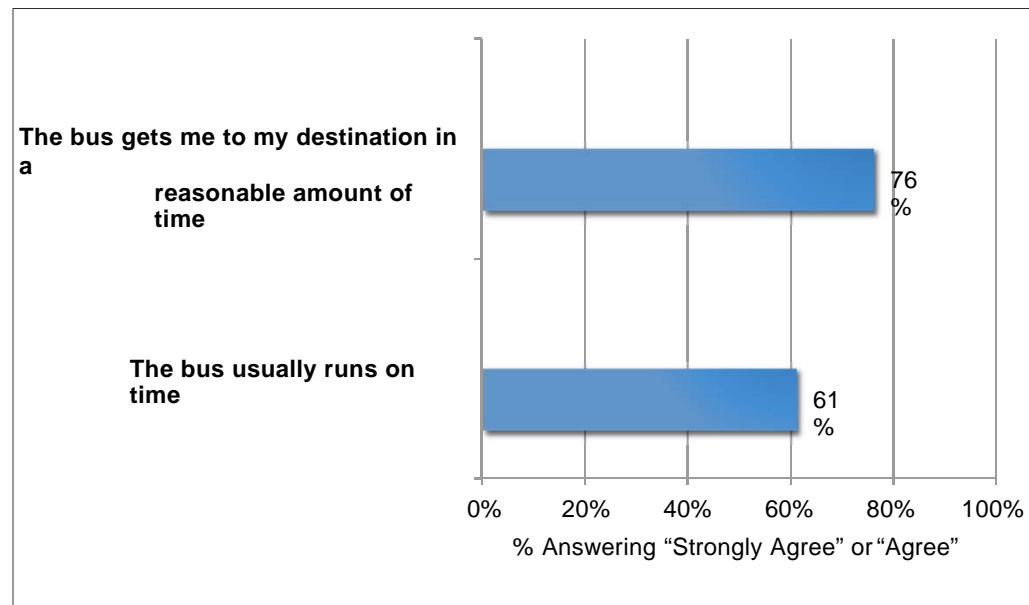
Driver Customer Service

- Nearly 90% of customers agree that the buses are well driven.
- Over 75% of customers agree that the bus drivers are helpful and courteous.



Time

- 76% of customers agree that trip times are reasonable.
- 61% of customers agree that buses usually run on time.



Issues of Importance

On-Time Performance

On-Time Performance has high importance and low satisfaction:

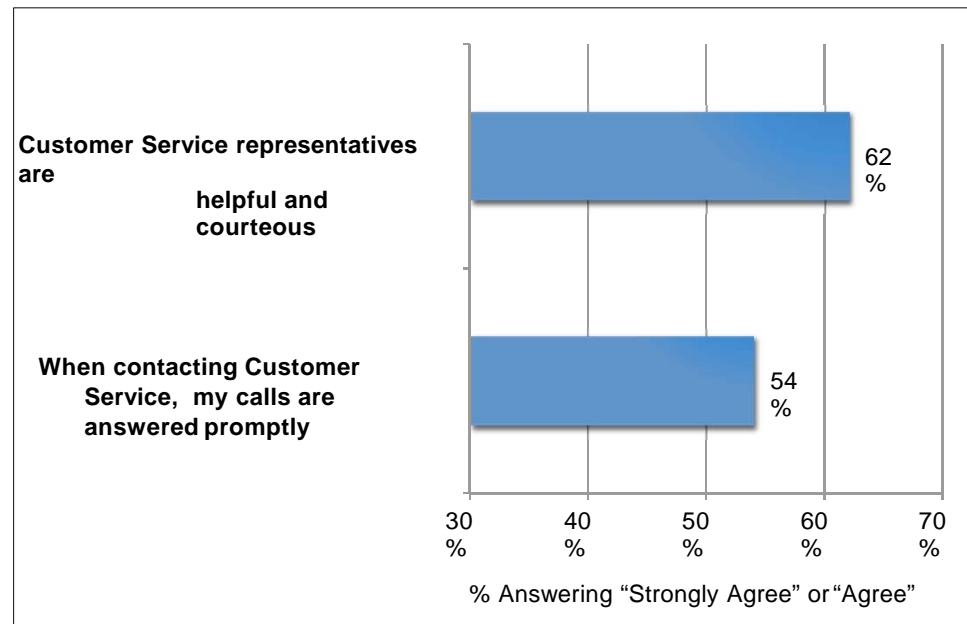
- 61% of customers agree that buses run on time.

Recommendations:

- Conduct a root cause analysis for On-Time Performance.
- Initiate process improvement initiatives based on the results of the root cause analysis.
- As On-Time Performance improves, create an onboard campaign for customers to recognize positive On-Time Performance.

Customer Service

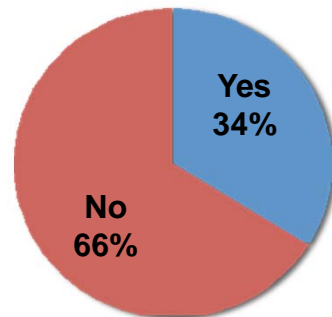
- Approximately 62% of customers agree that PSTA Customer Service representatives are helpful and courteous.
- Less than 55% of customers feel that their calls are answered promptly.



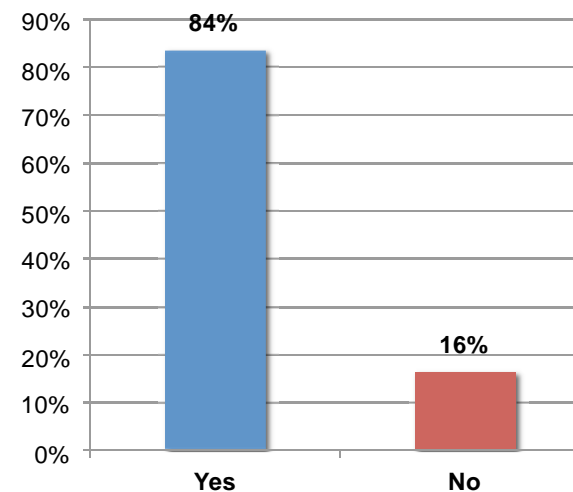
Contacting Customer Service

- Approximately 34% of customers have contacted PSTA customer service in the past 3 months.
- 84% of customers who contacted PSTA feel that their issue was resolved.

Have you contacted PSTA with a question, concern or complaint in the last 3 months?



If yes, was your issue resolved?



Issues of Importance

Satisfaction with PSTA Customer Service

The Satisfaction with Customer Service category received the lowest levels of customer satisfaction:

- 54% of customers agree that their calls are answered promptly when calling Customer Service.
- 62% of customers agree that PSTA Customer Service representatives are helpful and courteous.

Recommendation:

- Conduct an analysis of Call Center demand verses availability to maximize staffing resources
- Provide additional customer service training for Call Center staff
- Develop call handling scripts and procedures
- Implement scorecard to monitor and manage Call Center performance at the department and individual level

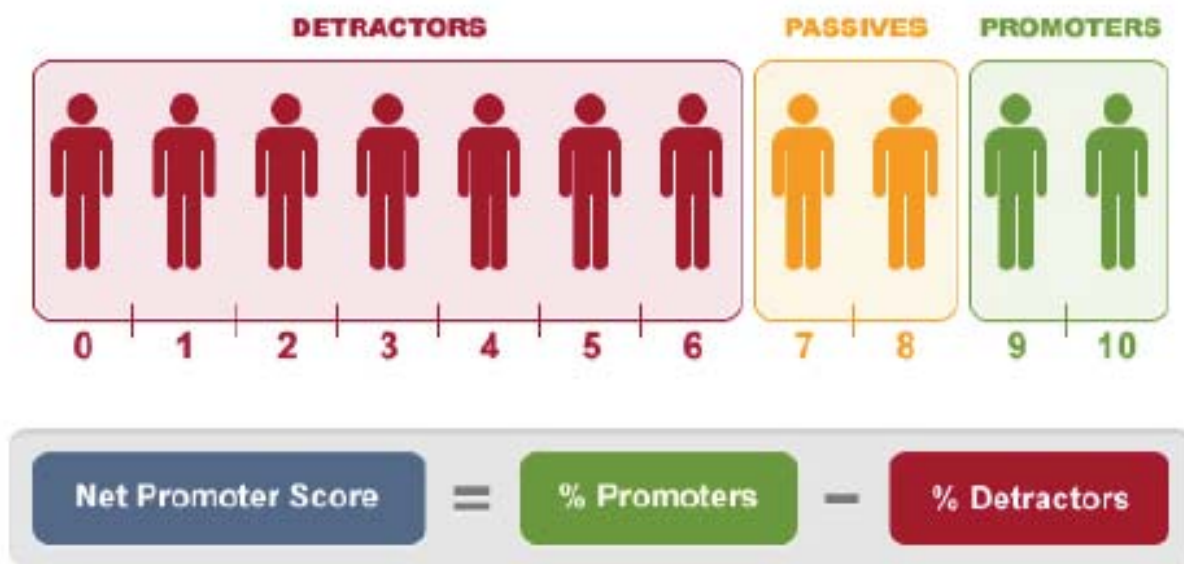




Net Promoter Score

NPS poses the ultimate question:

How likely are you to recommend PSTA service to friends and family?



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Net Promoter Score

The Metric

- Assesses loyalty and word of mouth favorability among customers
- Introduced in the Harvard Business Review
- Allows for performance comparisons between organizations across different business sectors

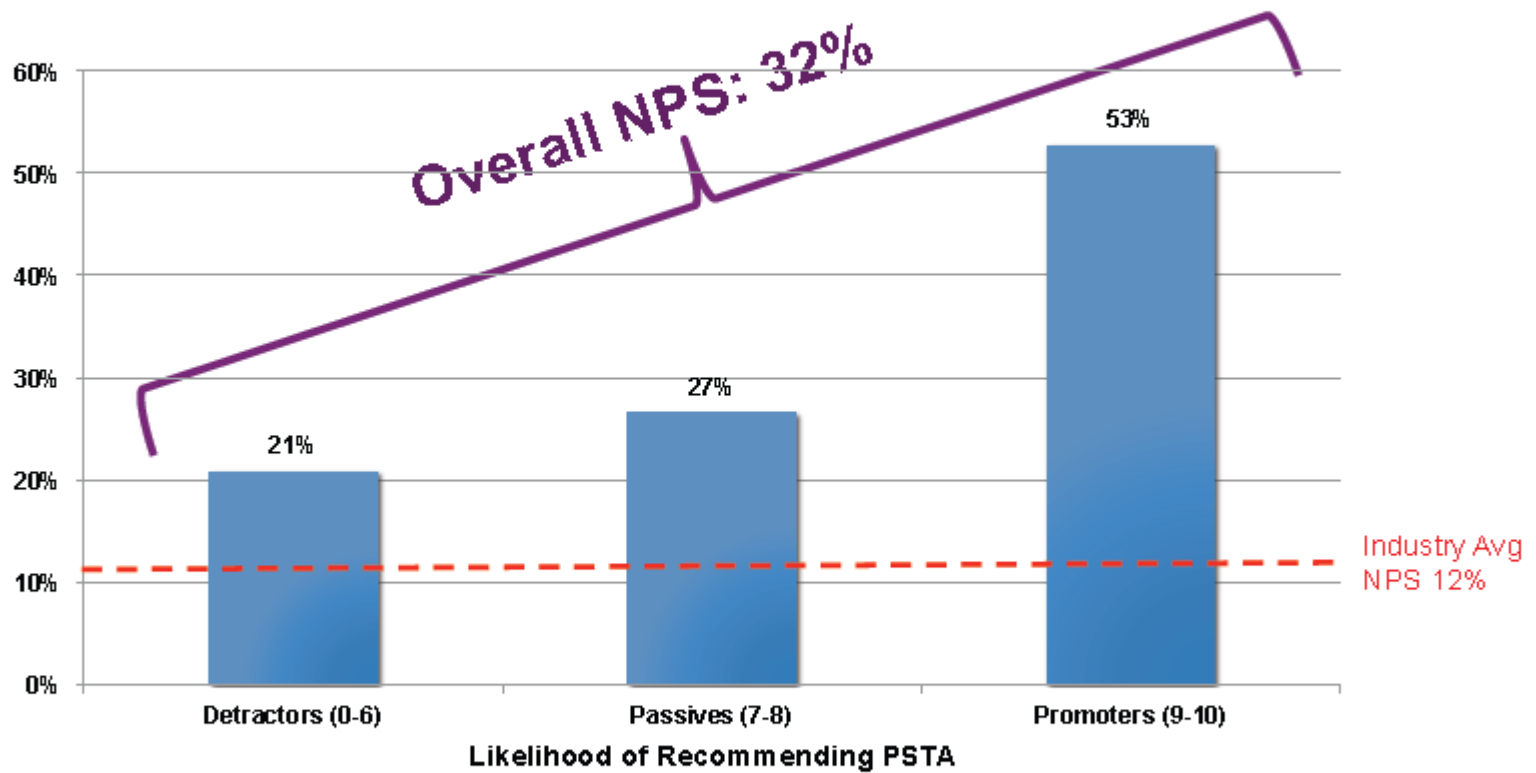
How it Works

- "All things considered, how likely would you be to recommend riding a PSTA bus to a friend or neighbor?"
 - ◇ 9-10: Promoters
 - ◇ 7-8: Passives
 - ◇ 0-6: Detractors
- $NPS = Promoters - Detractors$

Sample NPS Scores

Entity	NPS
Apple Inc.	70%
Airlines	23%
Car Rental Agencies	18%
Internet Service Providers	5%

Overall Net Promoter Score

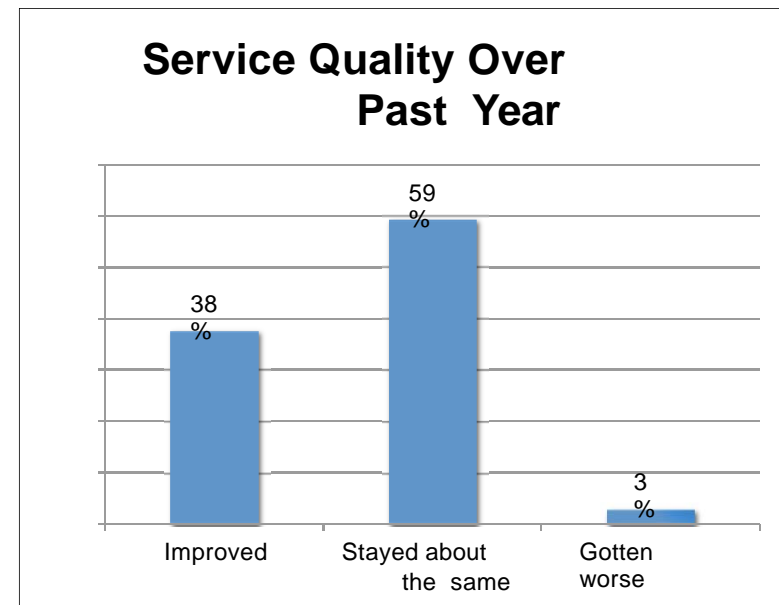
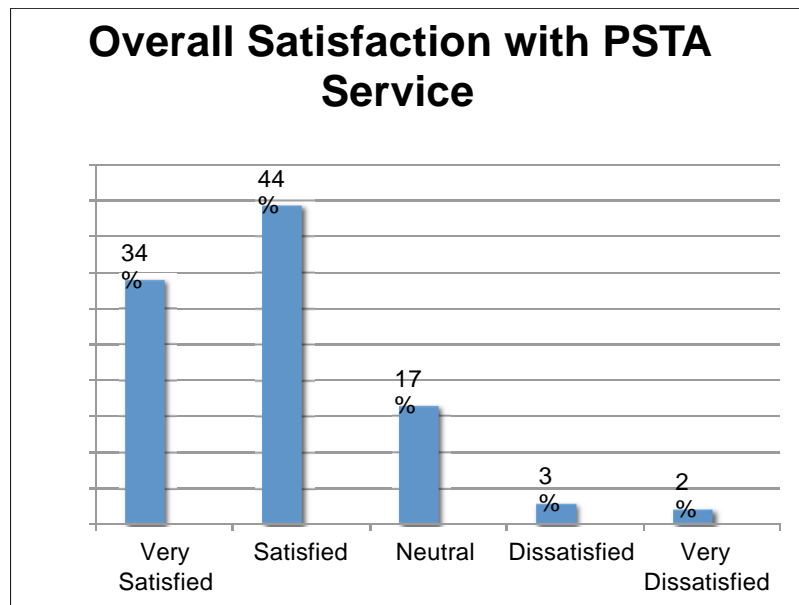


Question: All things considered, how likely would you be to recommend riding a PSTA bus to a friend or neighbor?

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Overall Satisfaction

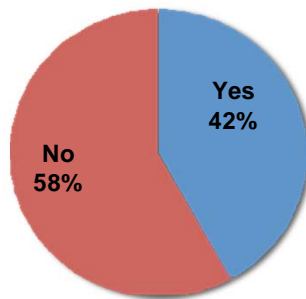
- Nearly 80% of customers express overall satisfaction with PSTA service.
- 97% of customers feel that service quality has improved or stayed the same over the past year.



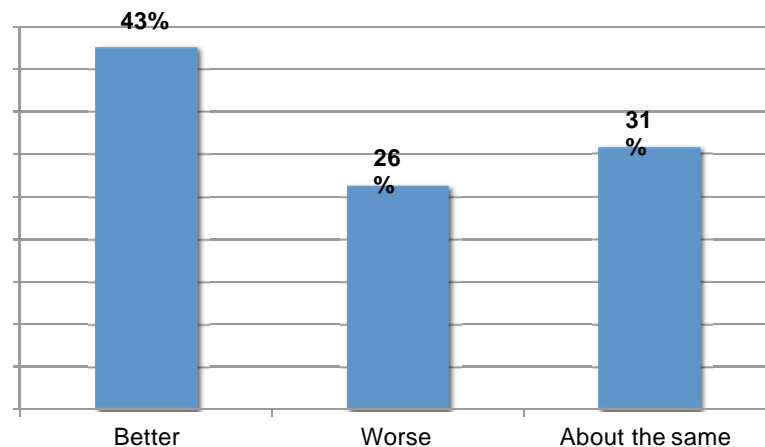
Customers' experience with other public transit agencies

- Approximately 42% of customers have ridden public transit in other cities.
- 74% of customers who have ridden transit elsewhere feel that PSTA's service is the same or better.

Have you ridden public transit in other cities?



If yes, how does PSTA compare?



NON-BOARD COMMITTEES



4A: Transit Riders Advisory Committee



Action: Information Item

Staff Resource: Brad Miller, CEO
Elaine Mann, Committee Chair



-
- Ms. Mann will give an update on the January 12, 2016 Transit Riders Advisory Committee (TRAC) meeting.
-

Attachments: None

NON-BOARD COMMITTEES



4B: Metropolitan Planning Organization



Action: Information Item

Staff Resource: Brad Miller, CEO
Julie Bujalski, PSTA's Rep.



-
- Ms. Bujalski will give an update on the recent meeting of the Metropolitan Planning Organization (MPO).
-

Attachments: None

NON-BOARD COMMITTEES



4C: MPO's Local Coordinating Board



Action: Information Item

Staff Resource: Brad Miller, CEO
Patricia Johnson, PSTA's Rep.



-
- Ms. Johnson will give an update on the recent meeting of the Metropolitan Planning Organization (MPO) Local Coordinating Board (LCB).
-

Attachments: None

CONSENT AGENDA



5A: Board Meeting Minutes



Action: Approve Board Meeting Minutes

Staff Resource: Clarissa Affeld, Admin. Assistant

- Staff recommends approval of the minutes of the January 27, 2016 Board Meeting.
-

Attachments:

1. Minutes



PINELLAS SUNCOAST TRANSIT AUTHORITY
3201 SCHERER DRIVE, ST. PETERSBURG, FL 33716
WWW.PSTA.NET 727.540.1800 FAX 727.540.1913

**BOARD OF DIRECTORS MEETING
MINUTES – JANUARY 27, 2016**

The Pinellas Suncoast Transit Authority (PSTA) Board of Directors met in regular session in the Board Room at PSTA Headquarters at 9:00 AM on this date with the following members present:

Darden Rice, Chairperson
Julie Bujalski, Vice-Chairperson
Janet Long, Secretary/Treasurer
Joseph Barkley
Doug Bevis
Mark Deighton
Ben Diamond
Dave Eggers
Samantha Fenger
Pat Gerard
Patricia Johnson
Bill Jonson
Brian Scott
Kenneth Welch
Lisa Wheeler-Brown

Also Present:

Brad Miller, CEO
Alan Zimmet, PSTA General Counsel
PSTA Staff Members
Members of the Public

CALL TO ORDER AND PLEDGE OF ALLEGIANCE

Chairperson Rice called the meeting to order at 9:03 AM and the Board was led in a moment of silence and the Pledge of Allegiance.

[Mr. Bevis entered the meeting at 9:06 AM.]

Chairperson Rice moved **PSTA Board Officers 2016** before the Public Comment section.

PSTA BOARD OFFICERS 2016

Mr. Zimmet explained the rationale and process for rescinding the December 9, 2015 Board Officers vote. He recommended that the Board have a full and complete discussion and then conduct another vote for the 2016 Board Officers. He also recommended that Ms. Johnson and Chairperson Rice state the substance of their discussion that resulted in this alleged violation of the Sunshine Law; which they did. Ms. Gerard made a motion, seconded by Mr. Bevis to rescind the December 9, 2015 election of the 2016 Board Officers.

In response to Chairperson Rice's call for public comment, Tom Rask, unincorporated Seminole (also speaking for Sully Grasso), spoke of the alleged Sunshine Law violation and suggested that Chairperson Rice be Vice-Chairperson instead. He also commented on an email that he sent the Board.

[Mr. Eggers entered the meeting at 9:13 AM.]

Dan Harvey, Jr., St. Petersburg, stated his opinion that there are two qualified people for the Chairperson position. He believes the CSX line will be a big decision and said South County and North County need to unite, and the Chairperson should be someone who has the best regional perspective.

There were no further public comments. Motion passed unanimously. Immediate Past Chairperson Jonson took over the gavel for the discussion and new vote for Board Officers.

Mr. Diamond reported on the December 23, 2015 Nominating Committee meeting and indicated that the Committee nominated Ms. Rice (4:1 with Mr. Welch dissenting) to serve as Chairperson, Ms. Bujalski to serve as Vice-Chairperson, and Ms. Long to serve as Secretary/Treasurer.

Chairperson Jonson asked for other nominations from the Board members for Chairperson and Mr. Scott nominated Ms. Bujalski. The Board had a lengthy discussion about the nominations and how succession was handled in the past. In response to Chairperson Jonson's call for public comment, Mr. Rask, (also speaking for Sully Grasso), spoke of the succession plan in the past and North County and South County support.

Wengay Newton, St. Petersburg, stated his opinion that just because it was the norm in the past for the Vice-Chairperson to move into the Chairperson position does not mean it is guaranteed to occur.

After more discussion among the Board, Chairperson Jonson asked for a roll call vote. Ms. Rice received eight votes (Ms. Fenger, Ms. Johnson, Mr. Welch, Ms. Rice, Ms. Long, Mr. Deighton, Mr. Diamond, and Ms. Wheeler-Brown), and Ms. Bujalski received seven votes (Ms. Gerard, Mr. Bevis, Mr. Barkley, Chairperson Jonson, Ms. Bujalski, Mr. Scott, and Mr. Eggers.) Ms. Rice was elected the 2016 Board Chairperson and Mr. Jonson passed the gavel back to Chairperson Rice.

Mr. Diamond reiterated that the Nominating Committee nominated Ms. Bujalski for Vice-Chairperson and Ms. Long for Secretary/Treasurer. There were no other nominations and no public comment. Ms. Bujalski and Ms. Long were elected unanimously.

PUBLIC COMMENT

Joe Callahan, St. Petersburg, expressed his appreciation for the Care Ride transportation saying that the drivers and staff are very helpful and courteous.

Mr. Newton asked about the pending open-carry policy and how that will affect the buses. Mike Gloss, Superintendent of Safety, Security, & Training (SS&T) responded to his question.

Mr. Rask pointed out PSTA's proposed advertising in the *Tampa Bay Times* and expressed his opinion that it is inappropriate for PSTA to spend money advocating its Legislative agenda. He believes it is the same as lobbying for more tax dollars.

NON-BOARD COMMITTEES

Transit Riders Advisory Committee (TRAC) – Elaine Mann, Committee Chair, reported on the January 12th TRAC meeting.

Metropolitan Planning Organization (MPO) – Ms. Bujalski reported on the MPO/Pinellas Planning Council (PPC) Board meeting that took place on January 13th.

Chairperson Rice introduced and welcomed PSTA's new Board member, Ms. Wheeler-Brown, Councilmember from St. Petersburg.

MPO's Local Coordinating Board (LCB) – Ms. Johnson indicated that the LCB did not meet since the last PSTA Board meeting in December, although she did update the Board on recent events affecting the Transportation Disadvantaged (TD) program and provided ridership numbers. Mr. Jonson suggested that those numbers be added to the Legislative agenda sheet. She also spoke about upcoming events relating to the LCB.

CONSENT AGENDA

Mr. Deighton requested that item 5B be pulled from the Consent Agenda and stated that the Finance Committee had recommended the contract based on getting cost estimates on the hybrid battery parts and equipment. Mr. Miller said that staff is working on the estimate of how many components will have to be replaced this year adding that this contract would be funded out of the adopted operating budget. Item 5B was pulled and Ms. Gerard made a motion, seconded by Ms. Long to approve the remainder of the Consent Agenda. There were no public comments. Motion passed unanimously.

Mr. Barkley reported that the Finance Committee had unanimously recommended approval of the hybrid battery parts and equipment contract. After further discussion, Mr. Scott made a motion, seconded by Mr. Bevis to approve the agreement locking in prices but have further discussion on this topic at a future Board meeting. There were no public comments. Motion passed unanimously.

Mr. Eggers reminded the Board of past discussions about whether to put an item on the consent agenda or as an action item. Mr. Miller indicated that the Committees will be addressing this issue during their meetings.

ACTION ITEMS

Update - 2016 Legislative Priorities – Mr. Diamond reported on the January 6th Legislative Committee meeting which recommended approval of the updated Legislative priorities. Ms. Bujalski suggested that the Legislative Committee have a discussion on how the open-carry policy would affect public transit. Mr. Welch asked Mr. Zimmet to research whether public transit is exempt from an open-carry policy. Ms. Long indicated that there might be an opportunity to partner with major resort hotels on the beach as well as Tampa International Airport (TIA) for the Clearwater Beach to TIA Express Service project. Mr. Scott had a question about the Florida Department of Transportation (FDOT) surplus funds from the U.S. 19 project which Mr. Miller answered.

Mr. Bevis made a motion, seconded by Mr. Barkley to approve the updated Legislative priorities. In response to Chairperson Rice's call for public comment, Mr. Rask (also speaking for Mr. Grasso) spoke about lobbying and mentioned that bus ridership was down. There were no further public comments. Motion passed unanimously.

[Ms. Johnson left the meeting at 11:04 AM and did not return.]

Revised CEO Performance Evaluation Form – Trish Collins, Staffing and Development Manager, described the new CEO evaluation form. Mr. Jonson said the Personnel

Committee approved presenting the revised form to the Board at the December meeting with final approval today. There was a lengthy discussion about the #1-3 versus #1-5 rating system. Mr. Eggers stated that it is important to use the same evaluation each year for comparison. Ms. Bujalski made a motion, seconded by Ms. Gerard to use the #1-5 rating system. There were no public comments. Motion passed (13:1) with Mr. Eggers dissenting. Mr. Jonson made a motion, seconded by Mr. Bevis to approve the evaluation form as amended. There were no public comments. Motion passed unanimously. In the interest of time, Chairperson Rice suggested the evaluation form go back to the Personnel Committee for their recommendation on the definition of the two additional scoring numbers.

Strategic Communication Plan – Cyndi Raskin-Schmitt, Director of Communications, gave a presentation on PSTA’s Strategic Communication Plan. She explained that this comprehensive plan will outline the situation and goals, identify target audiences and key messaging, outline tools and techniques for communicating PSTA’s messaging with the public, and describe new and ongoing initiatives and activities.

Mr. Jonson stated his opinion that the plan is more about PSTA’s messaging outward to the community instead of seeking input from the community about their needs. Other Board members were in agreement about the need for more community engagement. Mr. Barkley reported that the Finance Committee unanimously recommended Board approval. Ms. Wheeler-Brown spoke about the engaging conversation with the public at a recent Town Hall meeting. Mr. Welch said that the Planning Committee recommended approval of the plan. Mr. Miller indicated that this plan is a living document and can be modified to include public and community input. Mr. Bevis made a motion, seconded by Ms. Long to approve the plan. There were no public comments. Motion passed unanimously.

INFORMATION ITEMS

Central Avenue Bus Rapid Transit (BRT) Action Plan – Heather Sobush, Planning Manager, reported that FDOT will fund \$500,000 to conduct the project development phase. She presented an action plan for the Central Avenue BRT including entry into project development, public outreach and engagement, and project development phase requirements. She noted that staff is also preparing for a meeting with the Florida Transit Administration (FTA) in early February to review the documentation required to formally ask to enter into the project development phase. Mr. Barkley added that the Finance Committee is very pleased with the way this project is moving forward and Mr. Welch reported the same comments from the Planning Committee.

[Ms. Long left the meeting at 12:00 PM and did not return.]

PSTA/MPO/PPC Joint Workshop Post Report – Chairperson Rice gave a recap of the joint meeting that took place on January 22nd.

REPORTS/CORRESPONDENCE

PSTA Performance Report/Updates – The report was supplied in the Board packet.

FUTURE MEETING SUBJECTS

The Board received a schedule of future meeting subjects.

OTHER BUSINESS

No other business was discussed.

BOARD MEMBER COMMENTS

The Board members welcomed Ms. Wheeler Brown.

Ms. Fenger suggested the Board use an evaluation-type form for selecting Board Officers in the future.

Mr. Barkley thanked everyone for going through the voting process again. He said that he is very excited about the Legislative priorities which will help the County move forward.

Mr. Welch congratulated the new Board Officers and thanked the Planning Committee for electing him and Mr. Deighton as Committee Chair and Committee Vice-Chair respectively. He said he looks forward to the year ahead.

Mr. Jonson congratulated Chairperson Rice and stated he is confident she will be a good leader for PSTA.

Ms. Bujalski thanked former Chairperson Jonson for his service to PSTA and briefly spoke about the succession of Board Officers.

Mr. Deighton commented that Ms. Raskin-Schmitt did a great job on the Strategic Communication Plan.

Mr. Scott stated that he has complete confidence in the Board and the leadership.

Mr. Diamond thanked former Chairperson Jonson and congratulated the new Board Officers.

Mr. Eggers said he would like a Committee to take a look at the concept of lobbying and bring back their recommendation as to whether PSTA's General Counsel needs to provide an opinion letter.

Ms. Wheeler-Brown said she looks forward to working with each Board member and congratulated the new Officers.


Chairperson Rice thanked former Chairperson Jonson for the incredible job he did as Chairperson. She said she is very excited for PSTA in the upcoming year.

ADJOURNMENT

There being no further business, Chairperson Rice adjourned the meeting at 12:25 PM. The next meeting is scheduled for February 24, 2016 at 9:00 AM.

Chairperson



5B:	Lawn Maintenance & Related Services	
Action:	Approve a Three Year Contract with Two One-Year Renewals with Duval Landscape Maintenance for a Cost Not to Exceed \$200,000 Over the Maximum Five Year Period	

Staff Resource: Henry Lukasik, Dir. of Maintenance
 Lou Emma Cromity, Dir. of Procurement
 Joe Barkley, Committee Chair



Background:

- PSTA outsources all lawn/landscaping maintenance services for its main headquarters and four passenger terminals.
- In November 2015, PSTA released a Request for Proposal (RFP) soliciting competitive proposals from experienced, qualified, and capable vendors for lawn maintenance and landscaping services.
- The RFP was sent to 12 suppliers directly and was posted on PSTA’s Procurement website and DemandStar.
- As a result of this solicitation, five suppliers responded to the RFP:

Allen’s 4 Seasons Lawn Care	Duval Landscape Maintenance
Green Expectations Landscaping	Lawns by Norman
Natural Designs Landscaping	

- A Selection Committee comprised of PSTA management staff evaluated each of the proposals submitted. As a result, Duval Landscape Maintenance was selected as the highest ranked, lowest cost, supplier and is the recommendation for contract award.

Fiscal Impact:

- \$200,000 maximum over five years which is funded by the Maintenance Department’s operating budget.
- This represents a three year \$9,000 savings over the previous contract and \$15,000 savings over the maximum five years.

Recommendation:


- Approve a three year contract with two one-year renewals with Duval Landscape Maintenance for a cost not to exceed \$200,000 over the maximum five year period.

- The Finance Committee reviewed this item and is recommending approval. The Finance Committee also recommended this be placed on the Consent Agenda for consideration at the Board meeting.
-

Attachments:

1. Contract ([CLICK HERE TO VIEW/PRINT](#))



5C:	Remanufacture Engines & Transmissions	
Action:	<p>A. Approve a Five Year Contract with Cummins Inc., for Remanufactured Cummins Diesel Engines for an Approximate Amount of \$1,100,000 Over the Maximum Five Year Period</p> <p>B. Approve a Five Year Contract with Gillig, LLC., for Factory X-Change Voith Transmissions for an Approximate Amount of \$650,000 Over the Maximum Five Year Period.</p>	

Staff Resource: Henry Lukasik, Dir. of Maintenance
 Lou Emma Cromity, Dir. of Procurement
 Joe Barkley, Committee Chair



Background:

- PSTA’s fleet of transit buses is equipped with Cummins diesel engines with the diesel buses having Voith transmissions and the hybrid bus fleet equipped with Allison electric drive units.
- As the bus fleet ages, engines and transmissions which meet their useful life require replacement, and therefore a mechanism for the purchase of these components needs to be in place.
- In December 2015, PSTA simultaneously released two Requests for Proposals (RFP) soliciting competitive proposals from experienced, qualified, and certified suppliers for remanufactured Cummins diesel engines and Voith transmissions.
- The RFP was sent to 25 suppliers directly and were posted on PSTA’s Procurement website and DemandStar.
- In order to ensure that all buses remain in compliance with Original Equipment Manufacturer (OEM) specifications in addition to warranty purposes PSTA included a requirement that all Cummins engines must be remanufactured in a certified Cummins engine facility and all Voith transmissions must be remanufactured in a certified Voith transmission facility.
- As a result of this solicitation, one supplier responded to the RFP for remanufactured Cummins engines and two suppliers responded to the RFP for remanufactured Voith transmissions.
- A Selection Committee comprised of PSTA management staff evaluated each of the proposals submitted.
- As a result, Cummins Inc. was selected as the only qualified supplier for Cummins remanufactured engines and therefore is recommended for the contract award.

Standard warranty for Cummins remanufactured engines is two years/200,000 miles.

- Gillig, LLC was selected as the highest ranked, lowest cost supplier of Voith remanufactured transmissions and is being recommended for the contract award. Standard warranty for Voith remanufactured transmissions is two years/150,000 miles.

Fiscal Impact:

- Engines and Transmissions purchased off this contract will be conducted on an as needed basis within the operating budget.
- This procurement has resulted in anticipated savings over the previous contract of \$445,662 for engines and \$155,070 for transmissions.

Recommendation:

- Approve a five year agreement to purchase Cummins Remanufactured Engines with Cummins, Inc.
 - Approve a five year agreement to purchase Voith Remanufactured Transmissions with Gillig, LLC.
 - The Finance Committee reviewed this item and is recommending approval. The Finance Committee also recommended this be placed on the Consent Agenda for consideration at the Board meeting.
-

Attachments:

1. Contract ([CLICK HERE TO VIEW/PRINT](#))
2. Five Year Purchase Projection ([CLICK HERE TO VIEW/PRINT](#))
3. PowerPoint ([CLICK HERE TO VIEW/PRINT](#))

ACTION ITEM



6A: Central Ave BRT Consultant Scope



Action: Approve Project Development Design Task Order with Parsons Brinckerhoff at a Cost Not to Exceed \$700,000

Staff Resource: Heather Sobush, Planning Manager
Joe Barkley, Committee Chair
Mark Deighton, Vice-Committee Chair

FINANCE & PERFORMANCE
MANAGEMENT

PLANNING

Background:

- In December, the PSTA Board approved the Central Avenue Bus Rapid Transit (BRT) project to apply for entry into Project Development (PD) under the Federal Transit Administration (FTA) Small Starts Program.

Summary:

- PSTA staff met with FTA last week to review the request to enter the PD process and expects comments from FTA in the next few days.
- A draft scope including corridor analysis, environmental clearance, design, and documentation has been developed by the consultant team including Jacobs Engineering and Parsons Brinckerhoff. The scope has been reviewed by PSTA and City of St. Petersburg staff.

Fiscal Impact:

- Project Development phase will be approximately \$700,000 to complete. FDOT will be providing \$500,000 and PSTA will contribute the remaining \$200,000, as planned in the FY 2016 adopted budget.
- Local capital commitments required for this project (estimated at a total cost of \$16.5 million) are approved in the FY 2016 Budget under the capital reserve (\$4 million)

Recommendation

- Approve Project Development scope.
- The Finance & Planning Committees reviewed this item and are recommending approval. The Finance Committee recommended this be placed on the Action Agenda for discussion and approval at the Board meeting.

Attachments:

1. Project Development Draft Scope
2. PowerPoint



MASTER SCOPE OF SERVICES CENTRAL AVENUE BUS RAPID TRANSIT PROJECT PROJECT DEVELOPMENT

In 2012, PSTA conducted a comprehensive operational analysis, resulting in the 2013 Community Bus Plan. The plan identified key corridors for premium transit service, including Central Avenue in St. Petersburg. This corridor has also continually emerged as a key connection in numerous local and regional studies. The Central Avenue corridor stretches approximately 12 miles between Downtown St. Petersburg to the east and the Gulf Beaches to the west. Possible west end termini include St. Pete Beach, Treasure Island, and Madeira Beach. The corridor also provides a critical regional link by connecting visitors arriving at Tampa International Airport and entering Pinellas County via I-275 to the southern Pinellas County beaches, which have more than 3,900 hotel rooms.

The Central Avenue BRT is PSTA's top priority expansion project and provides a transit solution that will:

- Expand transit options to attract new riders and benefit existing riders, including those with a higher propensity for transit use such as the growing number of university students, millennials, tourists, moderate and low-income residents and workers, patients of medical centers, active seniors, and transit dependent residents.
- Support Pinellas County's tourism industry, which is its top economic driver.
- Foster development that supports local land use plans as well as long-term economic growth.

This Scope of Services (Scope) is an agreement between the Pinellas Suncoast Transit Authority (PSTA) and Parsons Brinkerhoff (Prime)/Jacobs Engineering (Sub) (hereinafter referred to as the CONSULTANT) to conduct the Central Avenue Bus Rapid Transit (BRT) Project Development & Environment (PD&E) Study (hereinafter referred to as the Central Ave. BRT PD&E).

To construct the Central Ave. BRT project, it is anticipated that federal funding would be needed through a Capital Investment Grant (CIG) from the Federal Transit Administration (FTA). It is expected that a PD&E Study will be completed that satisfies all of the requirements for FTA Small Starts Evaluation and Justification Package. The provisions and requirements for work detailed in this Scope are guided by the following agencies and their respective project responsibilities:

- **FTA** – Lead review agency
- **Pinellas Suncoast Transit Authority (PSTA)** – Project sponsor
- **Florida Department of Transportation (FDOT)** – Funding partner, technical review
- **City of St. Petersburg** – Funding partner, land use planning, local transportation coordination
- **Pinellas County MPO** – Socio-economic forecasts, technical review
- **Tampa Bay Area Regional Transportation Authority** – Regional coordination

Routine project guidance will be provided by the following:

- **Study Management Team** – PSTA, FDOT, and MPO staff, with City participation as needed
- **Downtown, Beaches, and Central Avenue Stakeholder Working Groups** – Neighborhood associations, business and community leaders, chambers of commerce, Central Avenue Council, Downtown Partnership, agency staff, and others as needed
- **Public Involvement** – All interested parties and participants

This Scope is designed to be completed in phases as described below:

Task	Description	Schedule
Task One Project Initiation and Corridor Analysis	Complete corridor analyses, guided by community input, culminating with the identification of alternatives for NEPA.	Spring /Summer 2016
Task Two Conceptual Design and Environmental Effects	Complete preliminary design and service plan guided by community consensus and complete the required efforts to satisfy NEPA through the completion of the PD&E.	Fall 2016 to Spring 2017
Task Three Documentation and FTA Small Starts Submittal	Submit Evaluation and Justification Package for FTA Small Starts Program (before 7/1/17).	Summer 2017
*Public engagement activities will be held during all three tasks.		

The following summarizes general work activities to complete this effort; the CONSULTANT will develop a detailed Scope with deliverables for each task.

1.0 PROJECT INITIATION AND CORRIDOR ANALYSIS

The CONSULTANT will initiate the Central Ave. BRT PD&E with intensive public consensus building and the evaluation, comparison, and selection of preferred corridor based on performance.

1.1 PROJECT INITIATION

The CONSULTANT will use previous planning work to develop a clear picture of unmet transportation needs. In consultation with PSTA, the CONSULTANT will review previous studies, such as the PSTA Community Bus Study, Central Avenue Alternatives Analysis, Pinellas Metropolitan Planning Organization (MPO) Long Range Transportation Plan (LRTP), Pinellas Alternatives Analysis, and others. The CONSULTANT will document the multi-step evaluation process; anticipating no more than three (3) corridors will be initially evaluated, followed by another round of evaluations focused on up to three (3) alternatives for design and environmental review. This effort will include identification of the No Build Alternative, corridor travel market analysis, and transit ridership forecasting.

Deliverables:

- Evaluation Plan
- Corridor Travel Market Assessment
- No Build Transit Ridership Forecast

1.2 MANAGEMENT AND COORDINATION

PSTA will coordinate with FTA to review the program requirements and confirm that requirements are met. PSTA will document agency roles and responsibilities with the creation of a Study Management Team (SMT) which is expected to include PSTA, FDOT, and MPO staff, with City participation on an as needed basis. The CONSULTANT will prepare the necessary coordination materials that support the SMT. The CONSULTANT will meet with PSTA as needed throughout the project.

Deliverables:

- Up to 14 progress meetings with PSTA Project Manager
- Up to 14 SMT meetings

The CONSULTANT will coordinate their work with any ongoing and/or planned projects that may affect this Study. The CONSULTANT will coordinate with local governmental entities to ensure Study concepts are compatible with local improvements and right of way activities. The CONSULTANT will coordinate with any agencies and/or entities that require further coordination through the Efficient Transportation Decision Making Process (ETDM).

1.3 CORRIDOR ANALYSIS AND SELECTION

The CONSULTANT will conduct all corridor analyses which will include Measures of Effectiveness (MOEs) used to evaluate each corridor. The corridor analysis will focus on connecting to the Gulf Beaches, logical termini, potential stations, and vehicle technology. The result of this task will be the definition of three alternatives for design and environmental review. This effort will include evaluation of the corridor, definition of the recommended alternative(s) for environmental evaluation, ETDM screening, and scoping of environmental work with FTA.

Deliverables:

- Corridor Evaluation Summary
- Definition of Recommended Alternative(s) for NEPA review and evaluation
- ETDM Screening Summary

1.4 PUBLIC INVOLVEMENT

Public involvement includes communicating to and receiving input from all interested persons, groups, business owners, and government organizations regarding the development of the project. The CONSULTANT will support PSTA with all public involvement materials (e.g., newsletters, advertisements, handouts, exhibits, etc.) associated with the following tasks. All meetings and meeting participants are subject to change.

Deliverables:

- Public Involvement Plan and Report
- Advance Notification
- One (1) City and County Agency Kick-off Meeting
- Up to Six (6) Stakeholder Meetings for the Downtown, Beach, and Central Avenue Stakeholder Working Groups
- Up to Two (2) Public Corridor Workshops

2.0 CONCEPTUAL DESIGN AND ENVIRONMENTAL EFFECTS

Based on the input collected and analyses conducted in the previous task, the CONSULTANT will move forward with development of the Central Ave. BRT conceptual design and its resulting environmental effects and costs.

2.1 CONCEPTUAL DESIGN

This Study is anticipated to require a Type II Categorical Exclusion. The CONSULTANT will perform the appropriate level of engineering analysis for this class of action. It is anticipated that the CONSULTANT will develop 30 percent design concepts appropriate for a FTA CIG Small Starts submittal.

The CONSULTANT will develop and analyze conceptual design alternatives to address project needs and objectives. The development of the conceptual design will consider a context sensitive system of

complete streets. Consideration for complete streets will enable safe, convenient, and comfortable travel and access for users of all ages and abilities regardless of their mode of transportation. Efforts will include:

- Field Review and Preliminary Survey
- Geotechnical Review
- Traffic Data and Analysis
- Safety
- Non-Motorized Transportation
 - Pedestrian crossings
 - Concepts that accommodate bicyclists
 - Relationship between bike lanes and dedicated bus lanes
 - Options for buffered bicycle
 - Options for separated/protected two-way bicycle facilities
- Routing of bike lanes past transit loading platforms
- Interaction with other Utilities and Railroads
- Interaction with Roadway
- Station Locations
- Preliminary Stations Design
- Passenger Boarding and Alighting
- BRT Vehicles Technologies and Manufacture Specifications
- ITS and Parking

Deliverables:

- Preliminary Engineering Report
- Transit Infrastructure, Service, and Operating Plans
- Ridership and Revenue Forecasts
- Operating and Maintenance Cost Estimates
- Systems Elements and Cost Estimates
- Preliminary Engineering Report
- Phasing Plan (if needed)

2.2 ENVIRONMENTAL ANALYSIS

The CONSULTANT will coordinate and perform the appropriate level of environmental analysis for this Study. Pertinent data will be collected, analyzed, and summarized in the appropriate sections of the PD&E Document. The level of assessment depends on complexity of the project, level of controversy, potential for significant impacts and degree and quality of information/data available from previous activities. PSTA, in coordination with FTA, will identify conditions which do not require environmental evaluations in this PD&E Study. Efforts may include the evaluation of sociocultural, cultural, historic, natural resources, and physical environmental effects. Efforts may include the following:

- Sociocultural Effects
 - Social and Land Use Effects
 - Safety/Emergency Response
 - Title VI/VIII
 - Mobility/Transit Dependant
 - Economic
 - Aesthetics
- Cultural Resources
 - Archaeological and Historic Resources
 - Recreational, Section 4(f)
- Natural Resources
 - Special Designations
 - Permit Conditions
- Physical Effects
 - Traffic Effects
 - Noise and Vibration
 - Air Quality
 - Construction
 - Contamination

Deliverables:

Draft and Final Environmental Memoranda and Summary Documents

2.3 PUBLIC INVOLVEMENT

The CONSULTANT will continue to support PSTA with all public involvement materials (e.g., newsletters, advertisements, handouts, exhibits, etc.) associated with the following tasks. All meetings and meeting participants are subject to change, as follows.

Deliverables:

- Up to Three (3) City/County Coordination Meetings
- Up to Six (6) Stakeholder Work Sessions for the Downtown, Beaches, and Central Avenue Stakeholder Working Groups
- Up to Four (4) Public Workshops
- Up to Two (2) Environmental Forums

3.0 REPORTS AND DOCUMENTATION

The CONSULTANT will use project evaluations and information to produce the appropriate Federal Grant Documentation Package for the CIG Small Starts Program. Specifically, documentation for the Small Starts program is required.

Deliverables:

- Small Starts Templates
- Cost Estimate (Standard Cost Category Worksheets)
- Documentation of Project Definition and Key Elements
- Refined Financial Plan
- Project Schedule
- Draft and Final Environmental Document
- Draft and Final Project Evaluation and Justification Package
- Public Hearing
- Notice of Approved Environmental Document

PSTA will be responsible for the following Small Starts requirements:

- Supporting Documentation Demonstrating all of the Non-CIG Funding is Committed
- Draft Single Year Grant Agreement or SSGA
- Project Management Plans and Subplans Including the Following:
 - Risk and Contingency Management Plan
 - Documented Processes and Procedures to Manage the Project During SSGA/Construction
 - Staffing plans Addressing Schedule and Cost Controls, Risk Management, Construction Management, and Safety and Security
- Completion of all Major Third Party Agreements and Permits

4.0 PROPOSED BUDGET BREAKDOWN

The following is the anticipated cost for each task/subtask. The final task work orders may include additional scope details resulting in a modification of the subtask fees, however, the project will not exceed the budget \$700,000.

Task	Subtask	Approximate Cost
Task One	Project Initiation and Management	\$40,000
	Corridor Analysis	\$80,000
	Public Involvement	\$60,000
Task Two	Conceptual Design	\$250,000
	Environmental Analysis	\$140,000
	Public Involvement	\$65,000
Task Three	Reports and Documentation	\$50,000
	Public Involvement	\$15,000
TOTAL		\$700,000



Central Avenue Bus Rapid Transit

PSTA Board Meeting
February 24, 2016

Pinellas Suncoast Transit Authority (PSTA)
St. Petersburg, Florida

Accomplishments

- MPO LRTP amended to include project in Cost Feasible Plan
- Positive meeting with the Federal Transit Administration February 4
 - FTA to provide comments on request letter soon
 - PSTA will address comments and send request to FTA Headquarters
 - FTA to make Class of Action Determination



Project Development Scope of Services

- Staff issuing Task Work Order through General Services Contract
 - Jacobs Engineering and Parsons Brinkerhoff
- Project Partners include
 - FDOT (funding partner, technical review)
 - Local jurisdictions along corridor (local transportation and land use coordination)
 - Pinellas County MPO (technical review)
 - TBARTA (regional coordination)

Project Development Scope of Services

Project Guidance

- Study Management Team
- Stakeholder Working Groups
 - Downtown
 - Beaches
 - Central Ave
- General Public Outreach
 - Workshops/forums
 - Social media and website communications
 - Community events/meetings



Project Development Schedule

Task	Description	Schedule
Task One Project Initiation and Corridor Analysis	Complete corridor analyses, guided by community input, culminating with the identification of alternative(s) for environmental review/NEPA.	Spring/ Summer 2016
Task Two Conceptual Design and Environmental Effects	Complete preliminary design and service plan guided by community consensus and complete the required efforts to satisfy NEPA requirements.	Fall 2016 to Spring 2017
Task Three Documentation and FTA Small Starts Submittal	Submit Evaluation and Justification Package for FTA Small Starts Program (before 7/1/17).	Summer 2017
*Public engagement activities will be held during all three tasks.		

Project Development Budget

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	Corridor Analysis	\$80,000
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Task Two	Conceptual Design	\$250,000
	Environmental Analysis	\$140,000
	Public Involvement	\$65,000
Task Three	Reports and Documentation	\$50,000
	Public Involvement	\$15,000
TOTAL		\$700,000

Project Funding

FDOT - \$500,000 in FY2017 Work Program

PSTA - \$200,000 in current budget

CABRT Corridor and Alternatives

- Connects downtown St. Pete to beaches
- 15 minute frequency
- 5AM-Midnight
- 10-14 miles
- 12-16 station/stops



Date: March 2015
 Author: PSTA
 Source: PSTA, 10/2014 Booking



DRAFT - MARCH 2015



LEGEND	
	Central Avenue Corridor
	Madeira Beach Alternative
	Treasure Island Alternative
	St. Petersburg Beach Alternative
	Central Avenue Trolley
	Suncoast Beach Trolley
	Airport Express Routes
	PSTA Routes
	Proposed Stop/Station Locations

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7A:	PSTA Performance/Updates for the Month of January 2016	 
Action:	Information Item	

Staff Resource: Brad Miller, CEO

Total Ridership*	
DOWN	DOWN
14.2%	8.3%
Monthly Compared to Last Year	Year-to-Date

* a detailed report is attached

Contract Awards between \$25,000 - \$100,000		
Vendor	Amount	Description
Gillig Corp.	\$39,676.61	Bus Part (Re-Order Report)
Total:	\$39,676.61	

Transportation Disadvantaged (TD)	1/2016	YTD
Number of Telephone Inquiries	1059	16747
Number of Applications Mailed	59	824
Number of TD Discounted Bus Passes	5211	82196

Customer Service	1/2016	YTD
Number of Real Time Text Messages Sent to Riders	195,486	789,966
Number of Times Voice System Provided Info to Riders	124,895	509,844
Number of Times RidePSTA.net was visited	65,615	262,504
Number of InfoLine Calls	34378	594465
Average Call Length-Minutes. Seconds	1.44	1.44
Average Hold Time-Minutes. Seconds	1.04	1.04

PSTA.net	1/2016	YTD
Number of Website Visits Per Day	5234	5147
Number of Users	51,360	163,647
Total Pages Viewed	292,107	1,139,798
Percent of First Time Visitors	24%	23%
Number of Online Bus Pass Orders	527	9014

Social Media Statistics (by the end of the month)	1/2016
Number of Twitter Followers	2040
Number of Facebook Fans	8938
Number of LinkedIn Followers (Company Page)	693
Number of People Belonging to PSTA's LinkedIn Group	Not In Use
Number of Times Blog Pages were Viewed	580

Attachments:

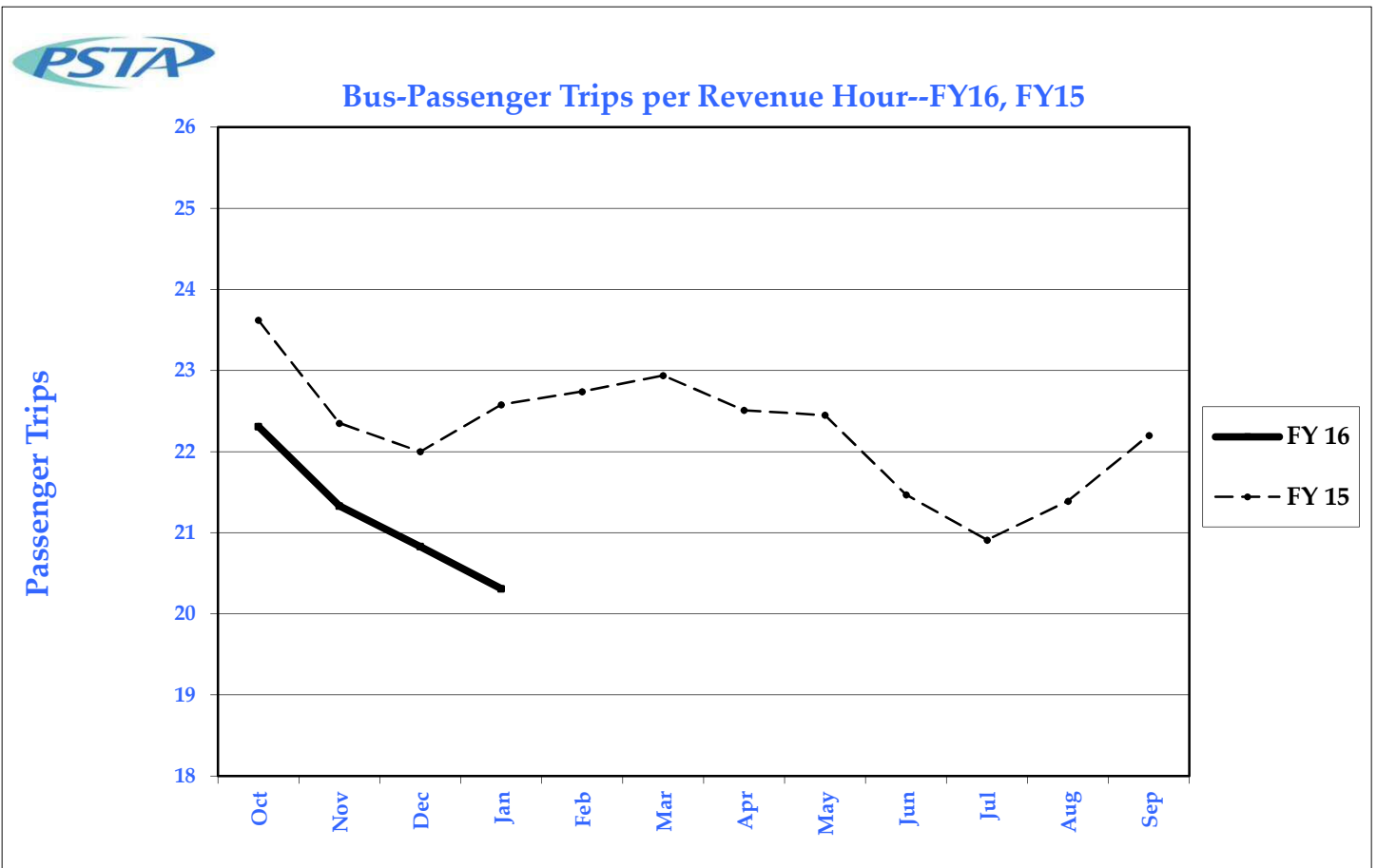
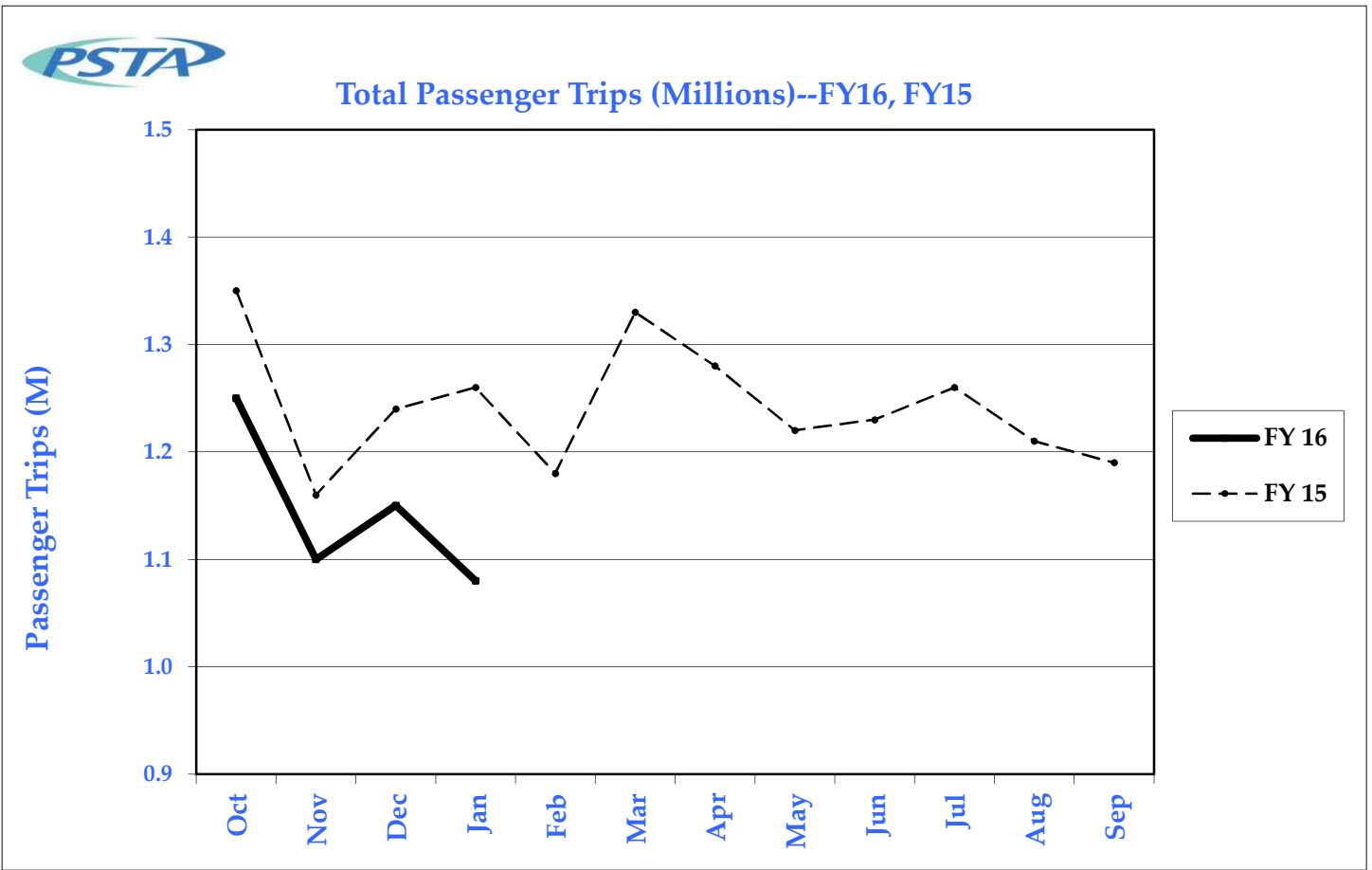
1. Operating Statistics
2. Performance Graphs



OPERATING STATISTICS
Board Report
JANUARY 2016

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
980,755	1,128,857	-13.1%	Total Bus Revenue Passenger Trips ⁽¹⁾	4,159,502	4,490,687	-7.4%
33,947	43,089	-21.2%	Other Bus Passenger Trips (includes East Lake) ⁽²⁾	151,298	193,783	-21.9%
3,909	5,578	-29.9%	Looper Trolley Passenger Trips ⁽³⁾	15,260	16,498	-7.5%
36,968	55,123	-32.9%	Jolley Trolley Passenger Trips ⁽⁴⁾	155,004	194,644	-20.4%
1,055,579	1,232,647	-14.4%	Total Fixed Route Passenger Trips ⁽¹⁻⁴⁾	4,481,064	4,895,612	-8.5%
20,772	22,602	-8.1%	DART Client Trips ⁽⁵⁾	89,779	91,613	-0.02
331	389	-14.9%	DART TD Trips ⁽⁶⁾	1,339	1,699	-21.2%
2,795	2,993	-6.6%	DART PCA Trips ⁽⁷⁾	12,483	12,599	-0.9%
23,898	25,984	-8.0%	Total DART Passenger Trips ⁽⁵⁻⁷⁾	103,601	105,911	-2.2%
1,079,477	1,258,631	-14.2%	Total Passenger Trips ⁽¹⁻⁷⁾	4,584,665	5,001,523	-8.3%
4,739	5,260	-9.9%	Wheelchairs	22,549	22,858	-1.4%
30,676	35,093	-12.6%	Bikes on Buses	133,190	139,956	-4.8%
41,661	48,676	-14.4%	Average Weekday Passenger Trips			
27,427	33,909	-19.1%	Average Saturday Passenger Trips			
14,519	17,967	-19.2%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
604	607	-0.5%	Employees-Budgeted-Full-Time			
714,935	743,020	-3.8%	Total Revenue Miles	2,905,032	2,960,994	-1.9%
49,958	51,903	-3.7%	Total Revenue Hours	203,252	206,827	-1.7%
79.5	81.0	-1.8%	On-Time Performance	78.4	81.2	-3.5%
23.7	16.6	42.5%	Complaints/100,000 Passenger Trips-PSTA Bus	25.0	21.3	17.4%
67.0	N/A	N/A	Complaints/100,000 Passenger Trips-DART (less E	150.6	N/A	N/A
4.03	3.64	10.7%	Accidents--Total-Per 100,000 Miles	4.44	3.83	16.0%
0.98	1.52	-35.7%	Accidents--Preventable-Per 100,000 Miles	1.11	1.00	11.1%
11,068	9,579	15.5%	Miles Per Roadcall	11,177	9,765	14.5%
10,671	16,512	-35.4%	Miles Per Service Interruption	9,781	11,302	-13.5%
1.42	1.58	-10.2%	Bus-Total Passenger Trips / Revenue Mile	1.48	1.58	-6.1%
20.31	22.58	-10.1%	Bus-Total Passenger Trips / Revenue Hour	21.21	22.65	-6.4%

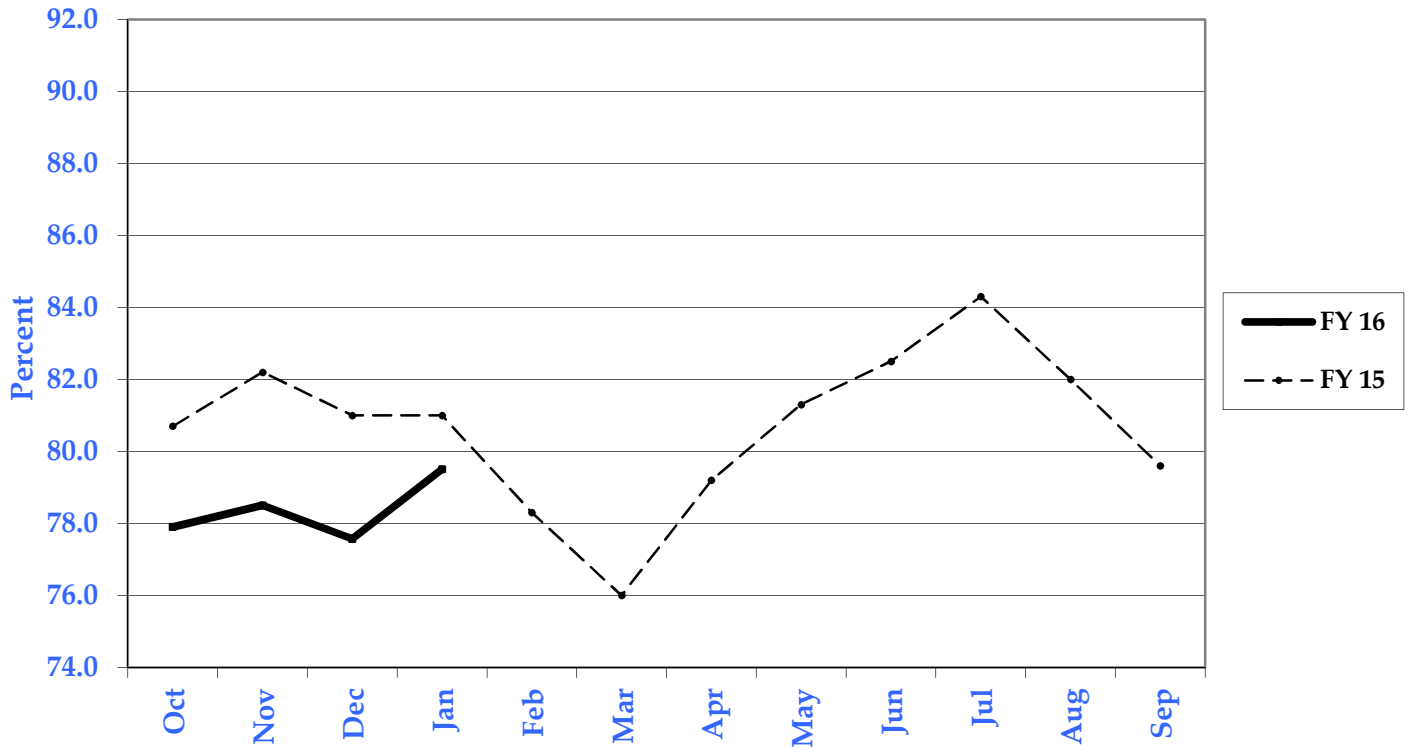
PSTA Performance Measures



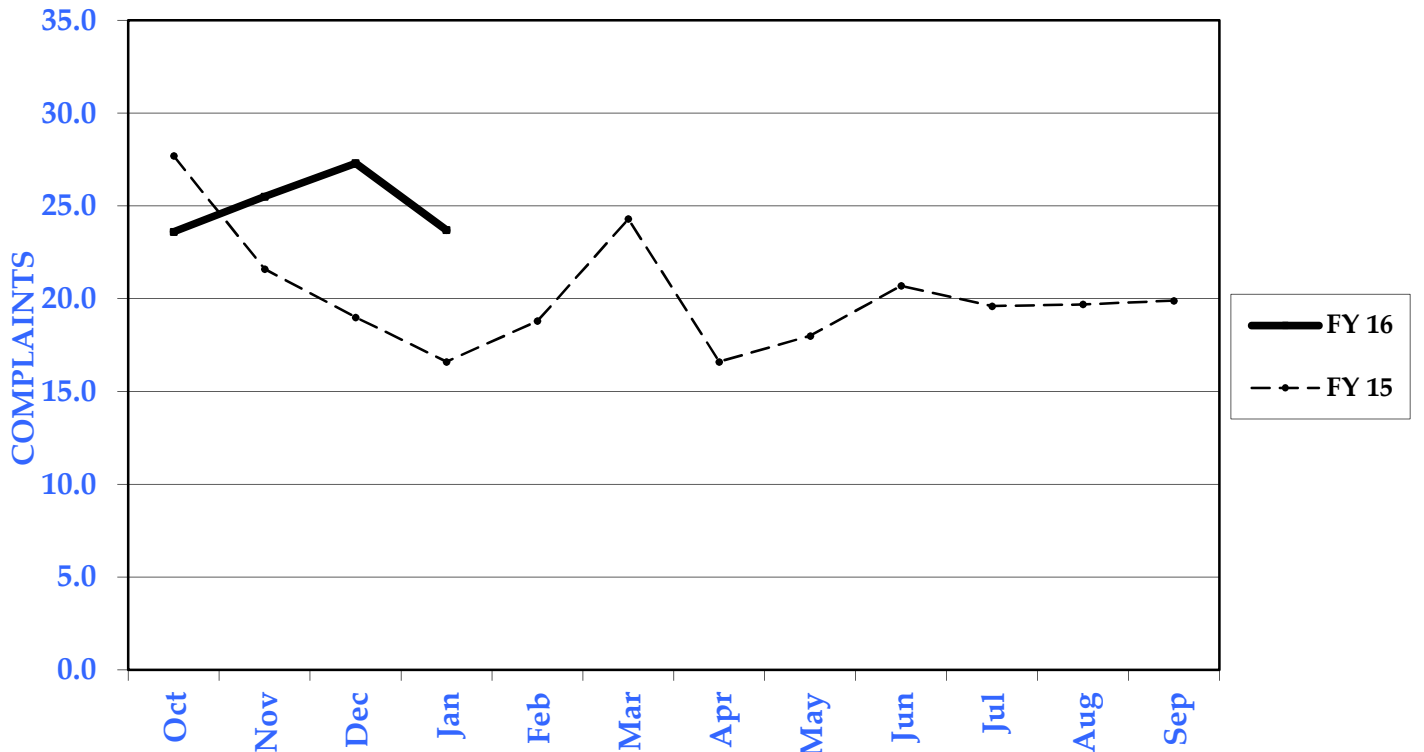
PSTA Performance Measures



On-Time Performance--FY16, FY15



Bus-Complaints per 100K Passenger Trips--FY16, FY15





7B: Bus Technology Options & Timeline for Decision Making



Action: Information Item

Staff Resource: Brad Miller, CEO

FINANCE & PERFORMANCE
MANAGEMENT

PLANNING

Background:

- The PSTA Board will be asked to approve a contract to replace end-of-useful life buses again this coming August 2016.
- With significant trade-offs being required based on the decision on the type of technology for the buses, staff is recommending the Board have periodic discussions and information sessions at multiple meetings leading up to a final August meeting vote.
- PSTA staff is also investigating securing a 3rd party technical consultant to develop more detailed comparative analysis of the technology options to assist the board and agency in this important decision.
- At the PSTA Planning Committee meeting on February 17th, the suggestion to advance the discussion of what the resources and timing would be for PSTA to implement electric bus options and a pilot program to March has been incorporated into the schedule.

Attachments:

1. PowerPoint



PSTA Replacement Buses

Decision-Making Guide Process for 2016

PSTA Board Meeting – February 24, 2016

Pinellas Suncoast Transit Authority (PSTA)
St. Petersburg, Florida



Action

- **August 24, 2016 Vote on:**
 - **Replace 10 Oldest Diesels**
 - **Replace 7 Connector Shuttle Buses**
- **6-Month Goal: PSTA Board understands technology decision trade-offs and makes decision in August.**



Emission Comparison*

	Diesel	Hybrid	Electric	CNG
Fuel Economy		10%-20% Better than Diesel	Best	Same as Diesel
Air Quality	Much better than Old Diesels	Better Fuel Economy Leads to Slightly Better than Diesel	Best	Lower Nox than Diesel Higher CO than Diesel Low PM/NMHC
Climate Impacts		Better than Diesel or CNG	Best	Total GHC emissions slightly higher than Diesel

**Comparison of Modern CNG, Diesel and Diesel Hybrid Electric Transit Buses Efficiency & Environmental Performance, mjbradley.com, November 2013.*



Financial Comparison

	Diesel	Hybrid	Electric	Refurb Electric	CNG
Purchase Cost	\$500,000	\$695,000	\$840,000	\$580,000	\$540,000
Life-Cycle Cost		+\$40K vs. Diesel over 500K Miles (PSTA 2013 Study & TCRP Model)	Too New – Maint. Costs Lower than Diesel	Old Bus presents risk.	Same range as Diesel*
Facility/ Charging Costs	\$0	\$0	\$350,000 Per Charging Station	\$25,000	\$1M \$2M+ Facility Safety Revisions

**Capital Metro CNG Implementation Study, Texas Transportation Institute, November 2011.*



Operational Comparison

	Diesel	Hybrid	Electric	Refurb Electric	CNG
Reliability		Proven Reliability Battery Replacements?	Promising Results	Not Proven Old Bus	Proven Reliability
Span of Service	All Routes	All Routes	15 of 40 Routes	15 of 40 Routes	All Routes
Social Issues	Yes	Best in Urban/Beach	On-Route Charging Stations	Not Proven	Domestic Fuel
Timeline	1 Yr.	1 Yr.	3-5 Years – Fed LoNo Grant Needed	2-3 Yr.	4 Years



Timeline

February

- Orientation

March

- Legislative Update
- Life Cycle Costs Updated

April

- Presentations by Vendors

May

- Presentations by Vendors
- CIP Vote/Updated Revenue Info

June

- Analysis & Recommendation by 3rd Party Consultant
- NoLo Electric Bus Decision

July

- Committees Make Recommendation
- MPO Workshop

August

- Vote





7C: 2016 American Bus Benchmarking Group



Action: Information Item

Staff Resource: Brad Miller, CEO

FINANCE & PERFORMANCE
MANAGEMENT

PLANNING

Background:

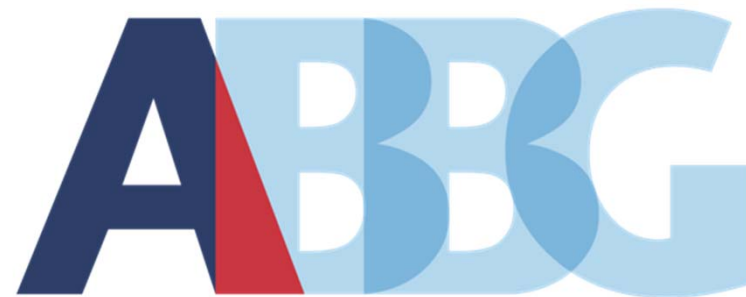
- Each January as a long-time member of the American Bus Benchmarking Group (ABBG), PSTA receives the annual report and presents a summary of some of the hundreds of key performance indicators to the Finance and Performance Management Committee.
- This year Mr. Miller was pleased to present the attached presentation to a joint meeting of the Finance and Planning Committees.
- Highlights:
 - PSTA remains the most efficient, lowest cost transit system of the 20 peer members of the ABBG and undoubtedly one of the most cost efficient transit systems in the United States.
 - PSTA has had the greatest growth in overall ridership of any of the peer systems over the last eight years.
 - PSTA has been using this data in its management decisions to significantly improve our bus maintenance function making our services more reliable. This was a direct result of increased training of our maintenance technicians who work 24/7 to keep our buses rolling.

Attachments:

1. 2016 Update of the ABBG Report Presentation



2016 Benchmarking & Data Management



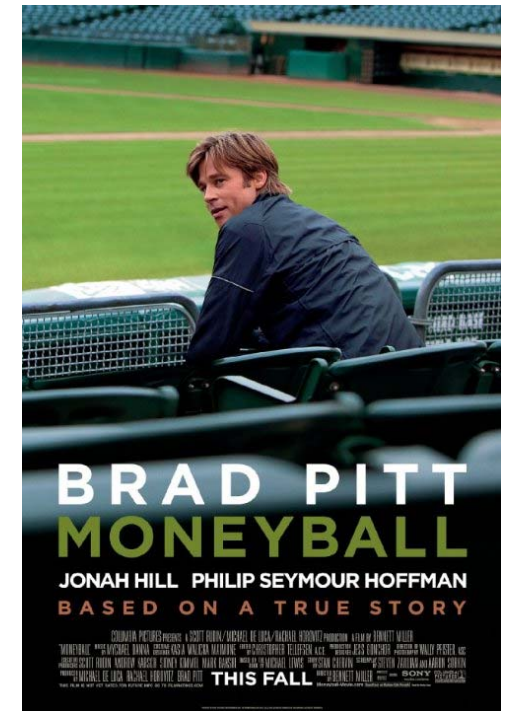
February 24, 2016

Pinellas Suncoast Transit Authority (PSTA)
St. Petersburg, Florida



PSTA Runs on Data

1. Highlights from 2016 American Benchmarking Report



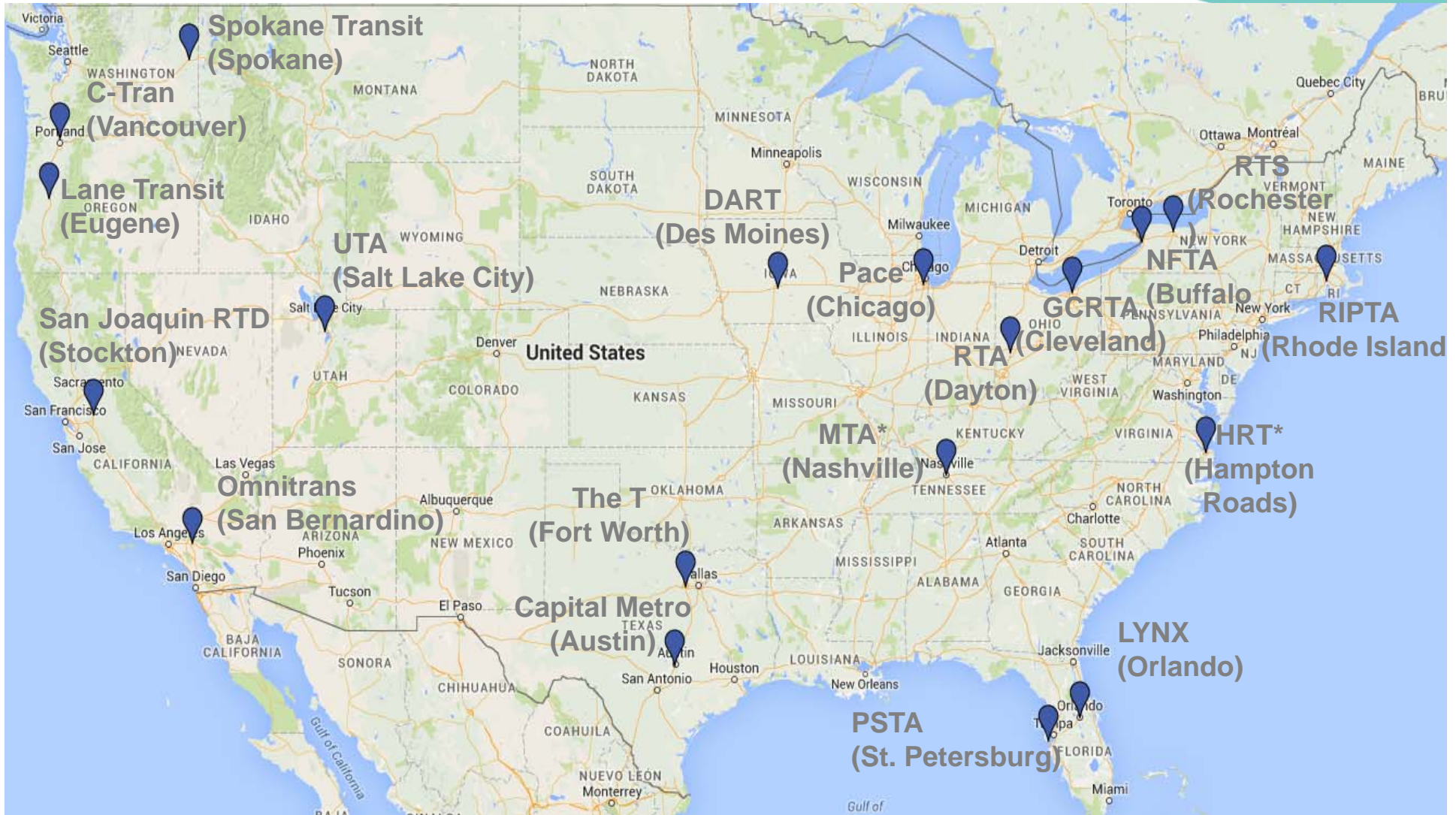
How ABBG Works

Benchmarking is a Systematic process of Continuous measuring, comparing, and understanding performance.

- Administered by Imperial College of London
- \$20K Annual Cost + Rotating Host (Providence, RI)
- PSTA & Other Members Agree on Definitions & Share Best Practices
- Imperial College Develops Annual Report & Meeting Presentations



American Bus Benchmarking Group Phase 5 Participants: 19 Members Across the US in Urban & Suburban Areas



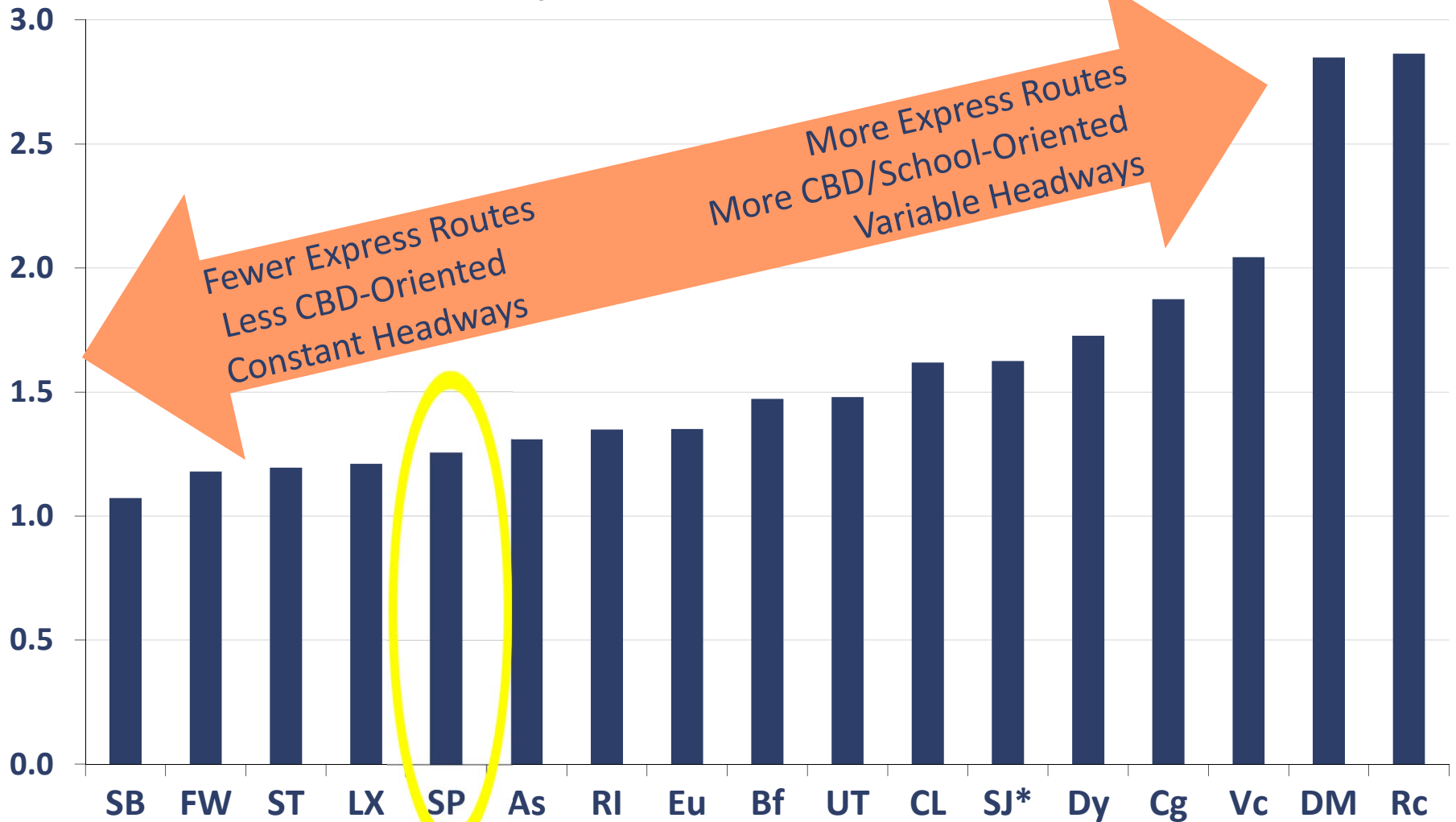
* New members as of July 2015

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Context: Peakiness Factor Compares the Peak and Midday Periods

Service Peak Factor (Highest Peak vs. Lowest Midday Hour) 2014 or Latest Available

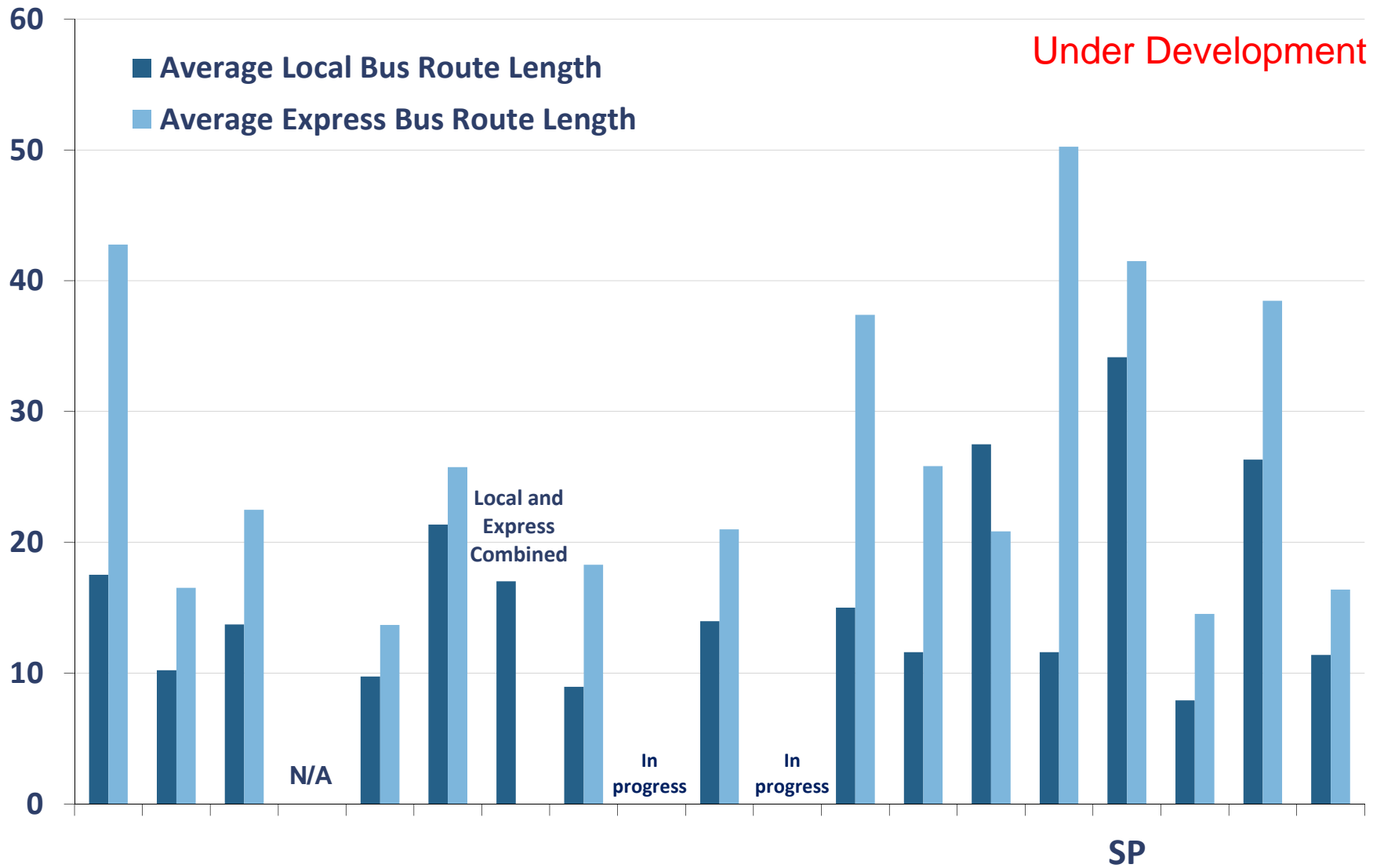


AMERICAN BUS BENCHMARKING GROUP

* 2013 data

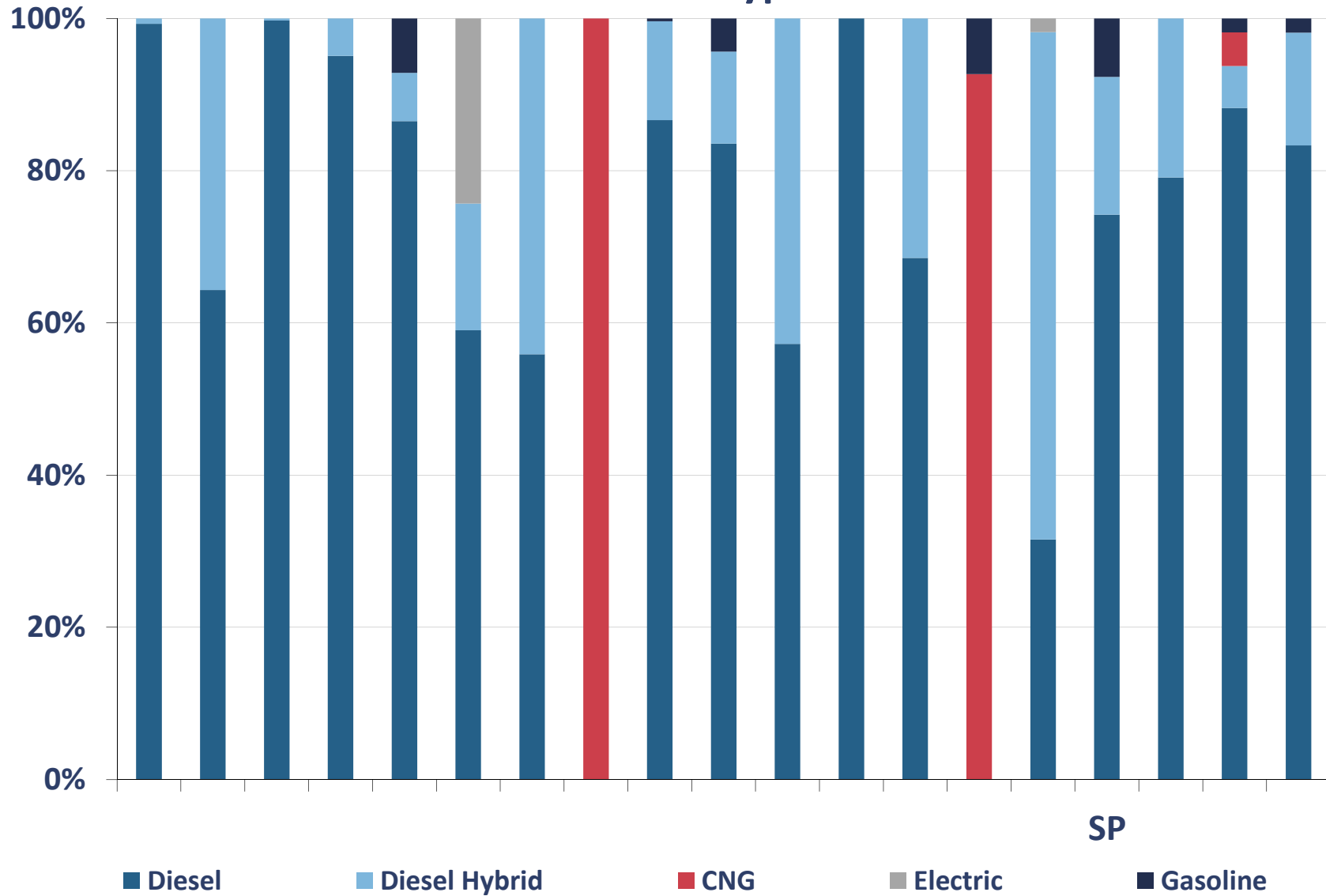
Context – Bus Route Length: Average Length of Local and Express Bus Routes

Average Bus Route Length (2014 or Latest Available)



Context – Fleet Fuel Types: Primarily Diesel with Two CNG Operators

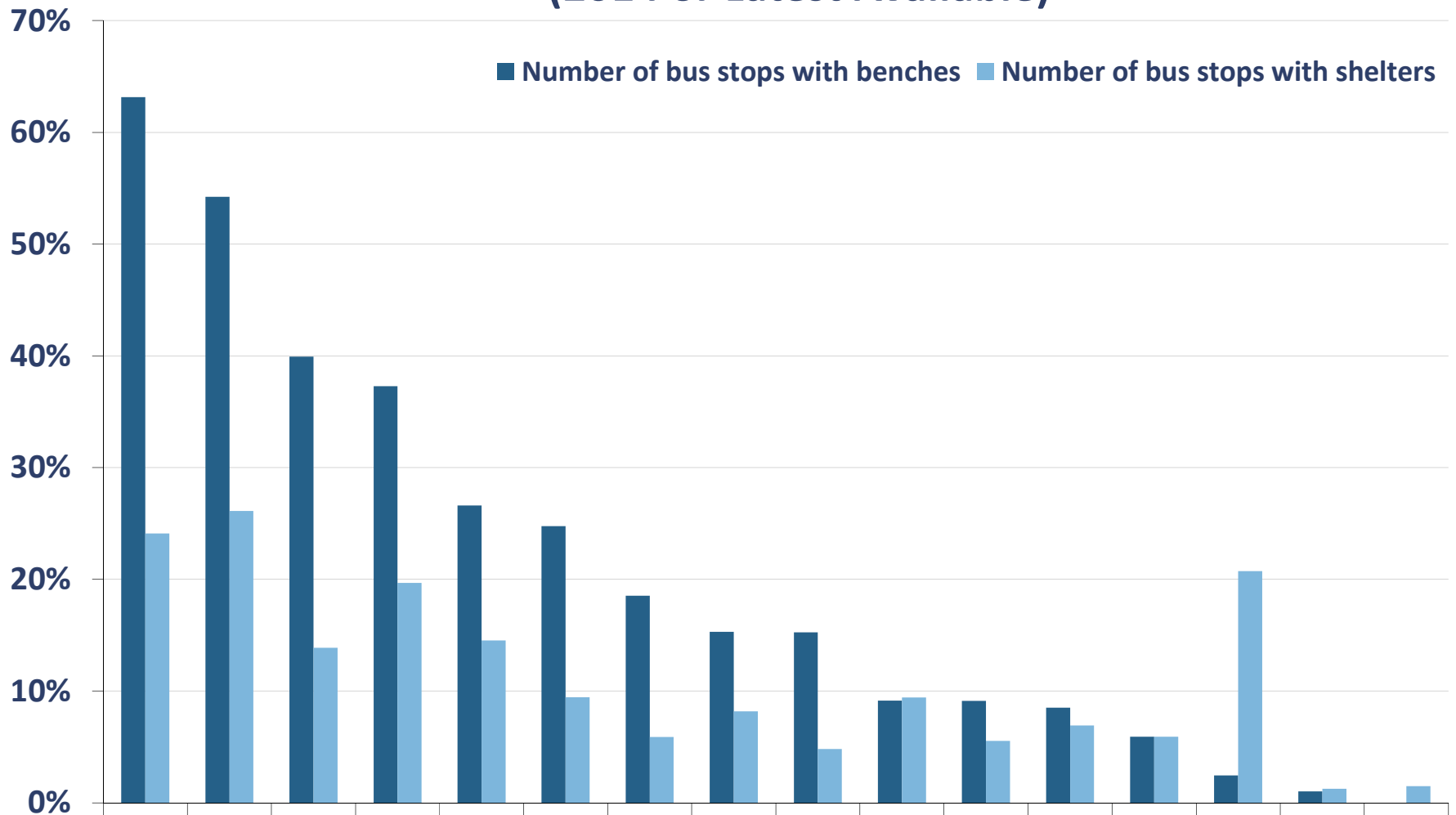
Vehicle Fuel Types - 2014



SP

Bus Service Context: Shelters and Benches at Bus Stops

Proportion of Bus Stops with Benches or Shelters (2014 or Latest Available)



SP

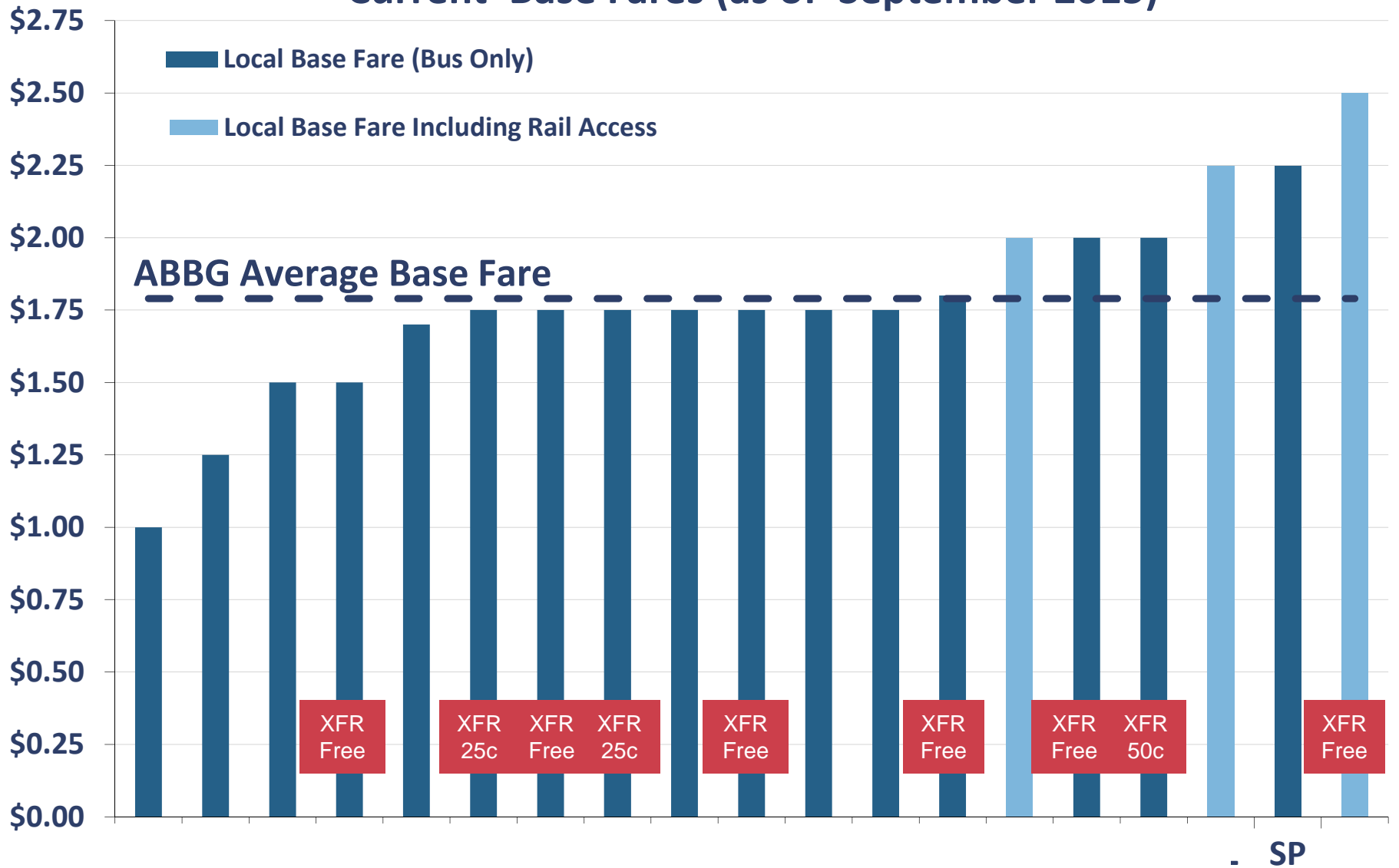
AMERICAN BUS BENCHMARKING GROUP

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Context – ABBG Base Fares: Variation Linked to Overall Policy (Transfers/Day Passes)

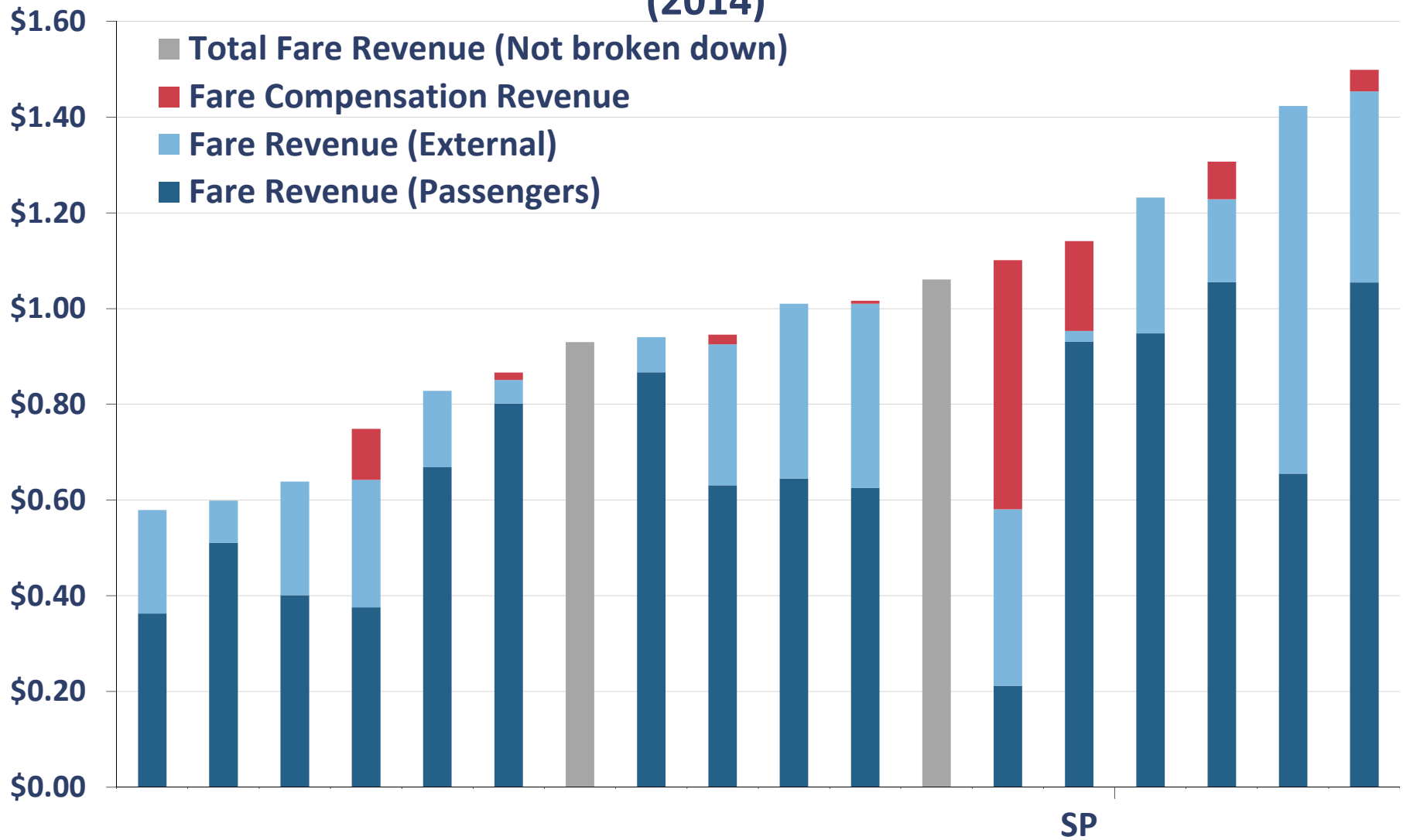
Current Base Fares (as of September 2015)



Nominal Fares Do Not Always Reflect Fare Yield and Vary by Source

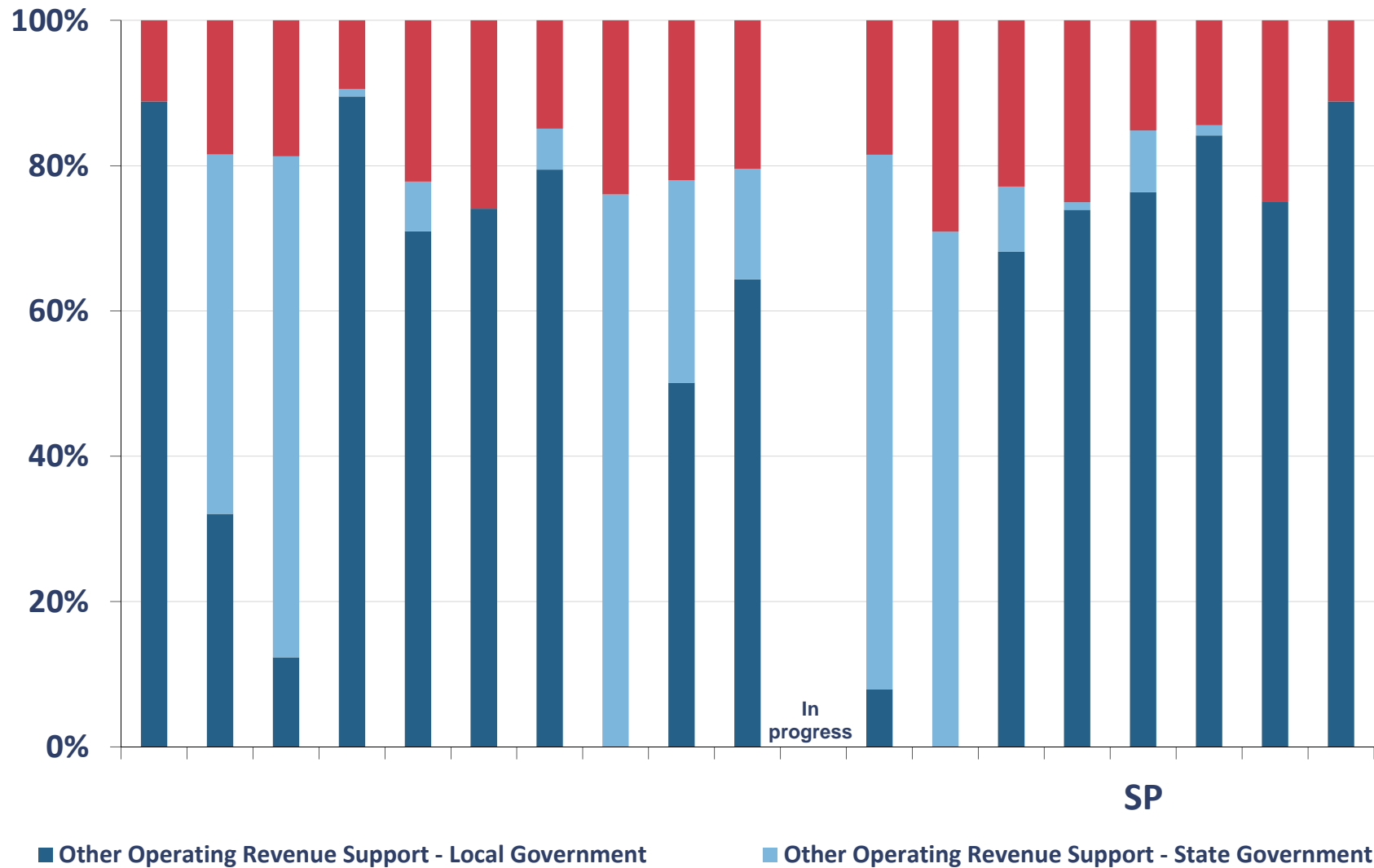
Revised
for 2014

F9a: Fare and Fare Compensation Revenue per Boarding
(2014)



Context – Operating Revenue Sources: Operational Subsidy by Level of Government

Split of Government Operating Revenue Support - 2014



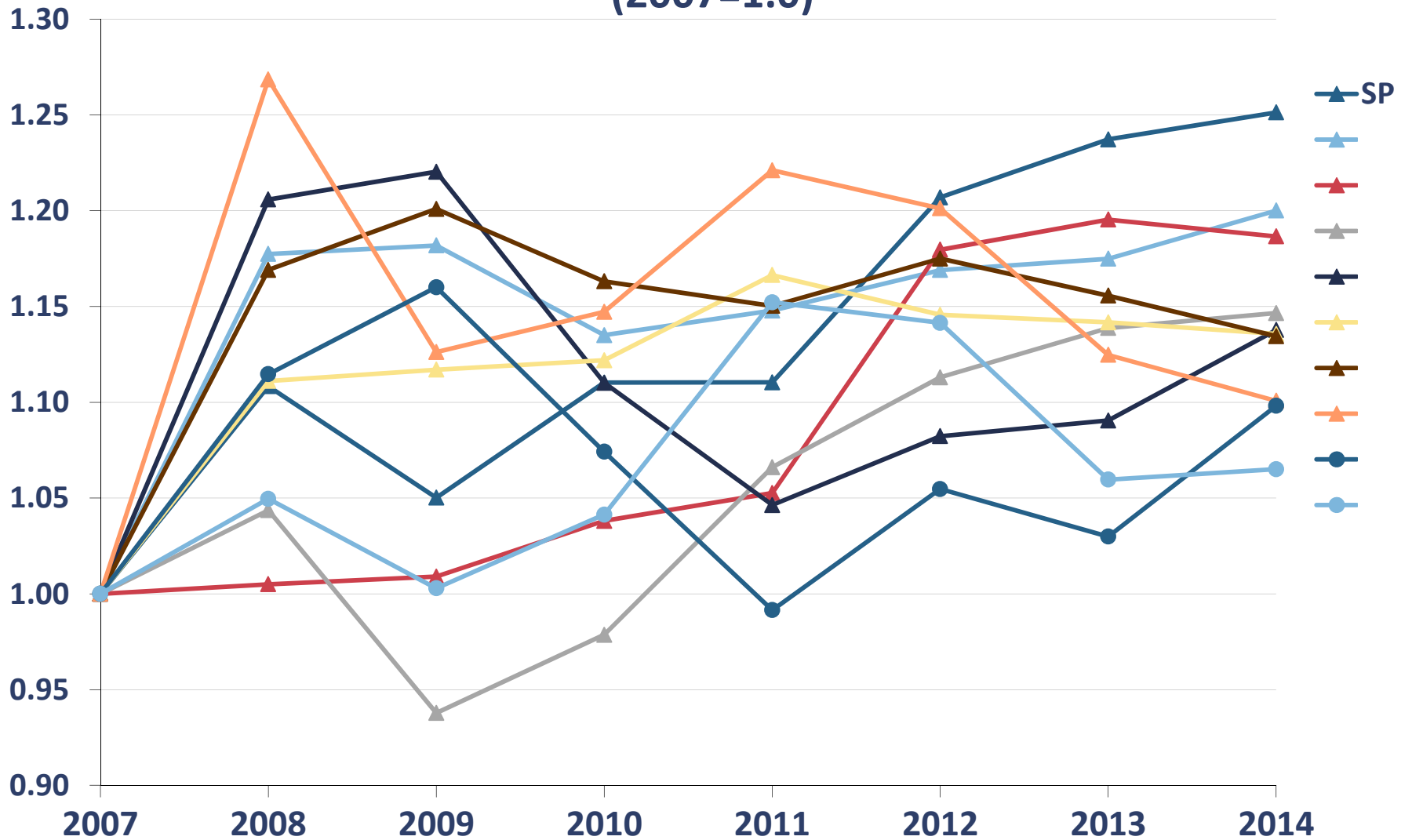
SP

- Other Operating Revenue Support - Local Government
- Other Operating Revenue Support - State Government
- Other Operating Revenue Support - Federal Government

Growth & Learning G1:

Annual Passenger Boardings – Increasing Trend

Ridership Trends for Members With Long-Term Increases
(2007=1.0)



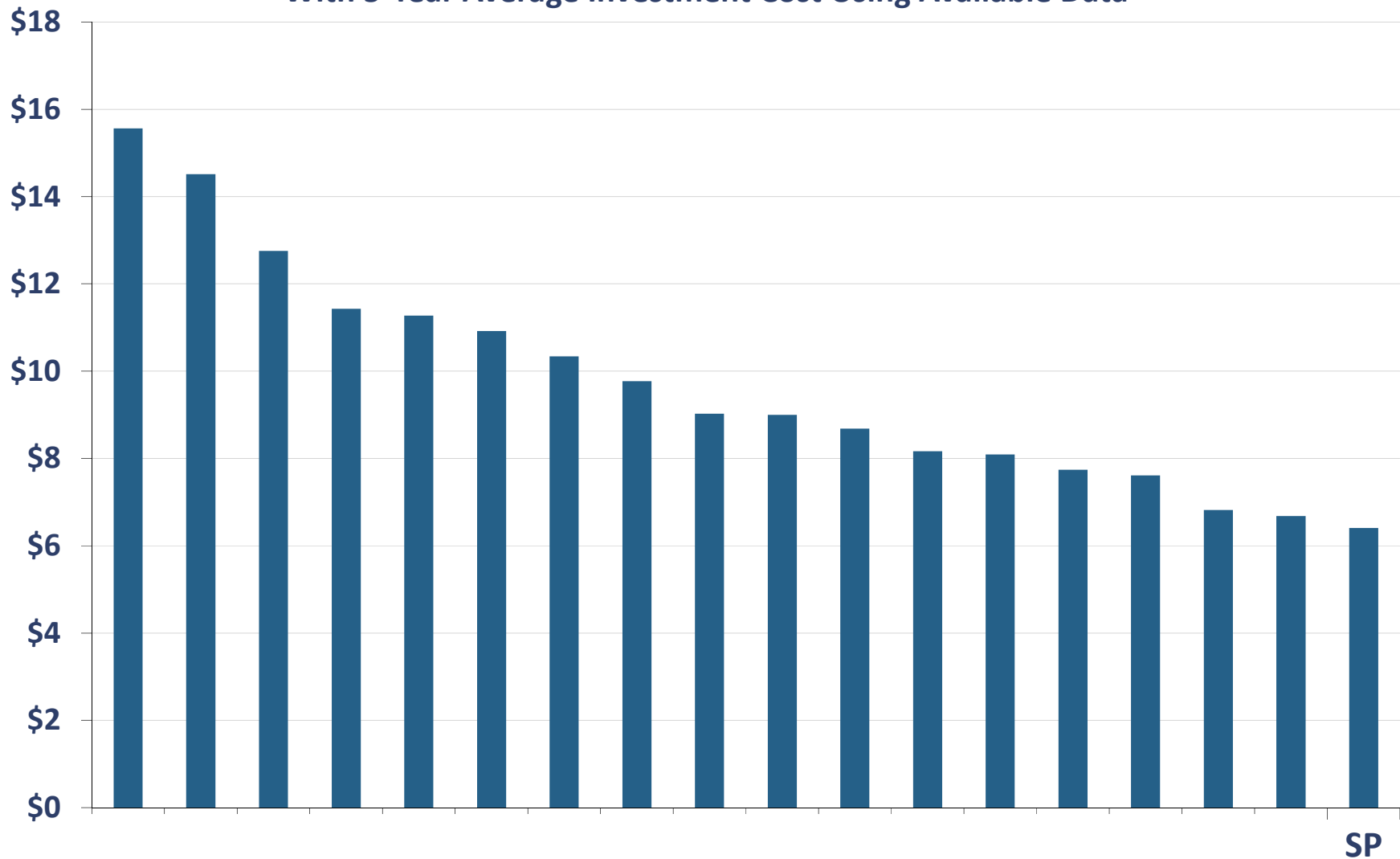
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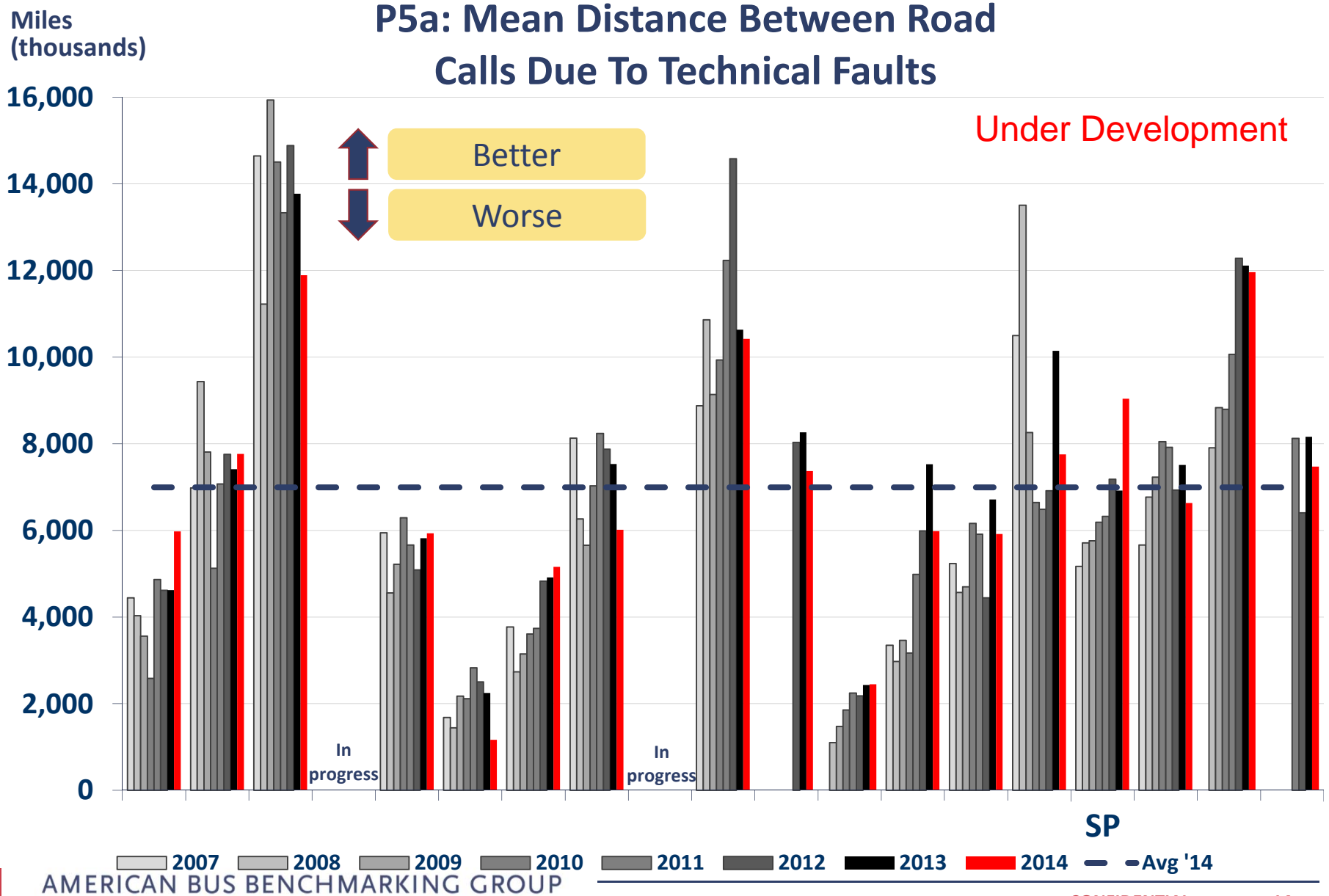
PSTA Saves Community Million\$\$\$

F1a: Total Cost per Actual Total Vehicle Mile (2014 Prices) Calculated
With 5-Year Average Investment Cost Using Available Data



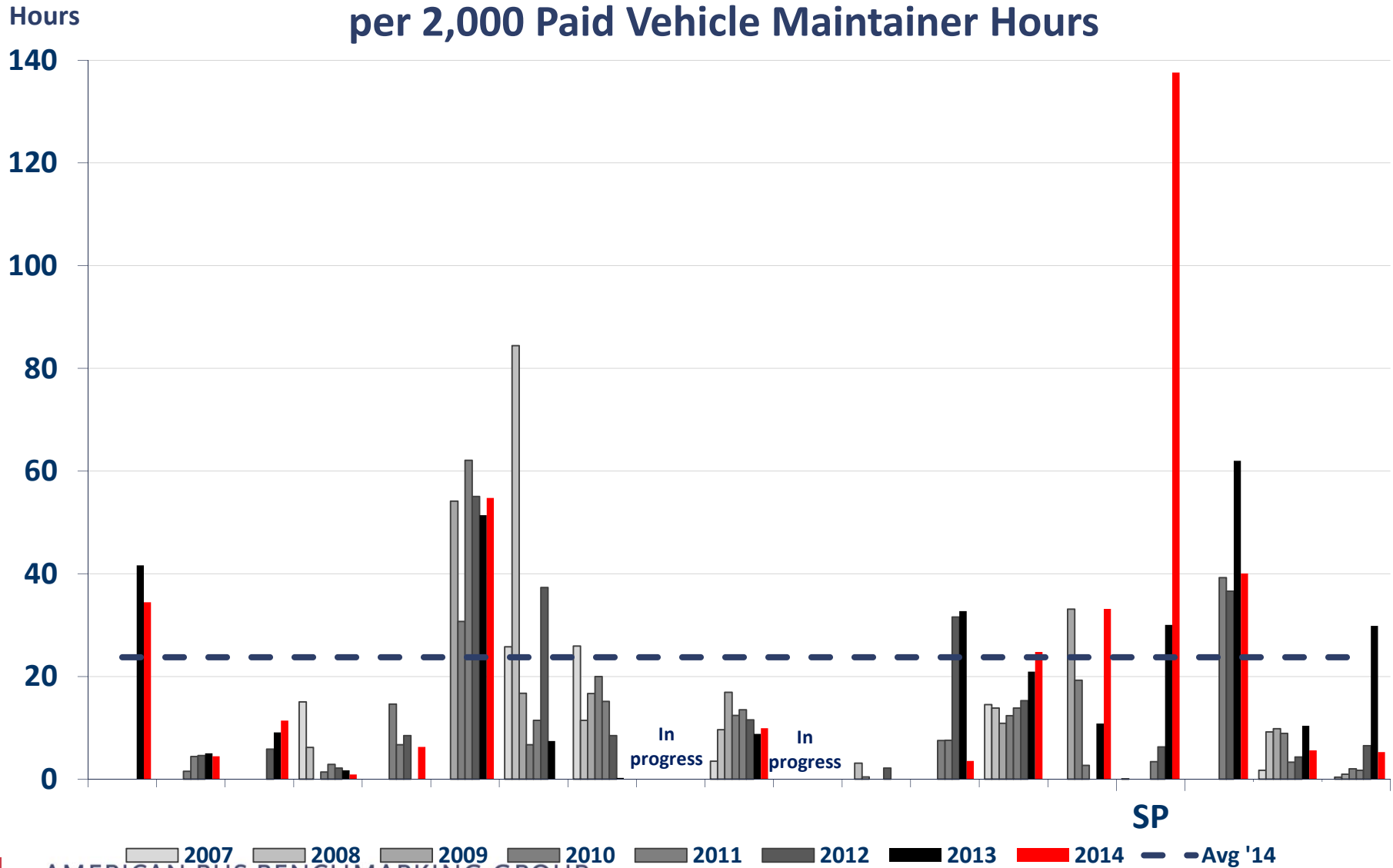
Internal Processes P5a:

Mean Distance Between Road Calls Due to Technical Faults



Growth & Learning G4b: Vehicle Maintainer Training

G4b: Vehicle Maintainer Training Hours per 2,000 Paid Vehicle Maintainer Hours



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REPORTS/CORRESPONDENCE



7D: **2016 PSTA Planning Calendar**



Action: **Information Item**

Staff Resource: Brad Miller



-
- The PSTA Executive Committee received the attached 2016 PSTA Planning calendar showing a timeline of items that will be discussed at the Board meetings during 2016. It is attached for your information.
-

Attachments:

1. 2016 PSTA Planning Calendar

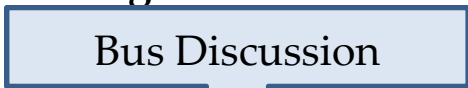


2016 Executive Committee Decision Calendar - 2/12/2016 - DRAFT

January

February

CABRT Design Contract



March

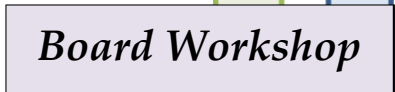
CEO Review



April



May



June



State Lobbyist Contract

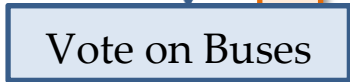
July



DART Contract



August



September



2017 Legislative Priorities

Direct Connect Pilot Expansion

(Welch/Bevis Terms End)

October



December

Vote on 2017 Officers

(Bujalski Term Ends)

REPORTS/CORRESPONDENCE



7E: Capital Projects Update



Action: Information Item

Staff Resource: Brad Miller, CEO

**FINANCE & PERFORMANCE
MANAGEMENT**

-
- Staff will provide a report on the major capital projects.
-

Attachments:

1. Capital Projects Cover Page
2. Capital Projects Full Report (**CLICK TO VIEW/PRINT**)



**PSTA Major Capital/Planning Projects
Monthly Status Update
December 2015**

Project	Capital Project Name	Budget	Invoices Paid (as of 12/31/2015)	% Complete (Based on Invoices Paid)	Project Stage	% of Project Complete	Project Manager	Current Status
1	ADA Landing Pad Project	\$1,331,424	\$288,207	22%	In Progress	30%	Mark Knight	On Schedule
2	Shelter Project	\$1,282,650	\$139,496	11%	In Progress	15%	Mark Knight	On Schedule
3	Service Lane Infrastructure	\$245,000	\$6,000	2%	Development	15%	Mark Knight	On Schedule
4	A/C Chillers Replacement	\$500,000	\$0	0%	Development	10%	Mark Knight	On Schedule
5	Williams Park Terminal Removal	\$20,000	\$0	0%	Development	50%	Mark Knight	On Schedule
6	Largo Commons Transfer Center	\$89,069	\$25,290	28%	Development	10%	Mark Knight	On Schedule
7	Reg Rev Coll & Inter-Jurisdictional Mobility Proj.	\$1,143,636	\$161,430	14%	RFP Issued	15%	Walt Lenz	-
8	Clever Works	\$245,517	\$0	0%	PO Issued	10%	Walt Lenz	On Schedule
9	Automatic Vehicle Monitoring (AVM)	\$240,363	\$0	0%	Development	10%	Walt Lenz	On Schedule
10	FDOT Park & Ride Lot	\$200,000	\$0	0%	Development	15%	Cassandra Borchers	-
11	Purchase Replacement Revenue Vehicles	\$4,900,000	\$0	0%	PO Issued	20%	Henry Lukasik	On Schedule
12	Purchase Support Vehicles	\$105,664	\$86,310	82%	PO Issued	100%	Henry Lukasik	On Schedule
13	Tire Lease	\$440,000	\$153,831	35%	Continuous	35%	Henry Lukasik	On Schedule
14	Mobile Column Lifts	\$100,000	\$0	0%	PO Issued	10%	Henry Lukasik	On Schedule
15	Campus WiFi	\$120,779	\$62,455	52%	PO Issued	100%	Andy Guertin	On Schedule
16	Board Room - Agenda Management System	\$22,000	\$0	0%	PO Issued	10%	Vu Nguyen	On Schedule
17	AV Equipment -Board and Conference Rooms	\$136,905	\$0	0%	Development	10%	Debbie Woodward	On Schedule
18	Miscellaneous Projects	\$1,845,792	\$647,261	35%	Continuous	35%	Pam Reitz	-
Capital Project Total		\$12,968,799	\$1,570,280	12%				
Project	Planning Project Name	Budget	Invoices Paid (as of 12/31/2015)	% Complete (Based on Invoices Paid)	Project Stage	% of Project Complete	Project Manager	Current Status
1	Long Range Planning-Consultants (2014)	\$200,000	\$0	0%	Development	0%	Cassandra Borchers	On Schedule
2	Short Range Planning - Consultant	\$1,097,458	\$581,812	53%	In Progress	53%	Cassandra Borchers	On Schedule
3	AA/Howard Frankland Bridge Study	\$2,191,740	\$1,945,198	89%	In Progress	89%	Heather Sobush	On Schedule
4	Clearwater Downtown Intermodal Terminal	\$1,250,000	\$11,213	1%	Development	15%	Chris Cochran	On Schedule
Planning Project Total		\$4,739,198	\$2,538,222	54%				
Grand Total - Open Projects		\$17,707,997	\$4,108,502	23%				

FUTURE MEETING SUBJECTS



PSTA BOARD MEETINGS	
March 25, 2016	
Action Items	Information Items
<ul style="list-style-type: none"> • CEO Evaluation • Non-Revenue Fleet • Largo Commons Settlement • Public Outreach Plan • Motorola Radio Maint. • Labor Agreement 	<ul style="list-style-type: none"> • Audit Statements • I-275 Shoulder Running Options Study • Electric Bus Planning Options • 2017 Key Budget Assumptions
April 27, 2016	
Action Items	Information Items
<ul style="list-style-type: none"> • Marketing & Advertising Services • Safety & Training Services • Remanufactured Alternators 	<ul style="list-style-type: none"> • PSTA Succession Plan • Sustainability Plan • Capital Improvement Program
May 25, 2016	
Action Items	Information Items
	<ul style="list-style-type: none"> • October Service Changes • Capital Projects Update • FY2017 Personnel Options.
June 22, 2016	
Action Items	Information Items
<ul style="list-style-type: none"> • Paratransit Services • Parts/Supplies/Equip. • Bus Shelter Design/Build • Waste Oil Removal • Interior Bus Posters • October Service Changes 	<ul style="list-style-type: none"> • Draft 2017 Budget •

<u>KEY MEETINGS/DATES</u>
<p><u>Legislative Committee</u></p> <ul style="list-style-type: none"> • Mar. 2, 2016; 9:30 AM – PSTA
<p><u>TRAC</u></p> <ul style="list-style-type: none"> • Mar. 8, 2016; 4:00 PM
<p><u>MPO Meeting</u></p> <ul style="list-style-type: none"> • Mar. 9, 2016; 1:00 PM – Clearwater MPO Offices
<p><u>Personnel Committee</u></p> <ul style="list-style-type: none"> • Mar. 11, 2016; 10:00 AM
<p><u>Executive Committee</u></p> <ul style="list-style-type: none"> • Mar. 11, 2016; 11:00 AM
<p><u>Finance & Performance Mgmt. Committee</u></p> <ul style="list-style-type: none"> • Mar. 16, 2016; 9:00 AM
<p><u>Planning Committee</u></p> <ul style="list-style-type: none"> • Mar. 16, 2016; 10:30 AM
<p><u>TBARTA Board Meeting</u></p> <ul style="list-style-type: none"> • Mar. 25, 2016; 9:30 AM – FDOT, Tampa