



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

FINANCE & PERFORMANCE MANAGEMENT
COMMITTEE MEETING
AGENDA – FEBRUARY 17, 2016; 9:00 AM
PSTA AUDITORIUM

			<u>TIME</u>	<u>PAGE</u>
1.	CALL TO ORDER		9:00	
2.	PUBLIC COMMENT		9:00	
3.	ACTION ITEMS		9:05	
	A. January 15, 2016 Meeting Minutes	CHAIR BARKLEY		3
	B. Central Ave BRT Consultant Scope	20 min HEATHER SOBUSH		8
	C. Lawn Maintenance & Related Services	10 min HENRY LUKASIK		15
	D. Remanufactured Engines & Transmissions	15 min HENRY LUKASIK		17
4.	INFORMATION ITEMS		9:50	
	A. Bus Technology Options & Timeline for Decision Making	10 min BRAD MILLER		19
5.	REPORTS		10:00	
	A. Monthly Financial Statement	DEBBIE LEOUS		20
	B. Quarterly Reports	DEBBIE LEOUS		26
	C. Ridership/Performance	BRAD MILLER		35
6.	FUTURE MEETING SUBJECTS		10:15	
	• Approve Bus Technology Options			
	• Marketing & Advertising Services			
	• Non-Revenue Fleet Preventative Maint.			
	• Safety & Security Training Services			
	• Capital Projects Update			
	• Audit Financial Statements			

7.	OTHER BUSINESS			10:15
8.	PRESENTATIONS (along with Planning Committee)			10:15
	A. Benchmarking Presentation	10 min	BRAD MILLER	36
	B. Customer Satisfaction Survey	20 min	JAMES BRADFORD	37
9.	ADJOURNMENT			10:45

THE NEXT MEETING IS MARCH 16, 2016 AT 9:00 AM



ACTION ITEM

3A: January 15, 2016 Meeting Minutes



Action: Approve Meeting Minutes

Staff Resource: Clarissa Keresztes, Administrative Asst

**FINANCE & PERFORMANCE
MANAGEMENT**

-
- Staff recommends approval of the minutes of the January Finance & Performance Management Committee 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

**FINANCE & PERFORMANCE MANAGEMENT
COMMITTEE MEETING
MINUTES – JANUARY 15, 2016**

The Finance & Performance Management Committee of the Pinellas Suncoast Transit Authority (PSTA) Board of Directors held a meeting in the Auditorium at PSTA Headquarters at 9:00 AM on this date. The purpose of the meeting was to approve the November 18, 2015 meeting minutes, recommend approval of the hybrid battery parts and equipment agreement, the Short Message Service (SMS) texting service agreement, and the Strategic Communication Plan. The following members were present:

Joe Barkley, Committee Chair
Brian Scott, Committee Vice-Chair
Mark Deighton
Dave Eggers
Bill Jonson

Also Present:

Brad Miller, CEO
PSTA Staff Members
Members of the Public

CALL TO ORDER

Committee Chair Barkley opened the meeting at 9:00 AM.

PUBLIC COMMENT

Doug Ebbers, Executive Vice President, Pepper Contracting Services, provided background information on the concrete project and spoke of the fuel remediation costs that Pepper has incurred. Mr. Miller updated the Committee on the situation adding that Mr. Ebbers has agreed to a mediation process.

ACTION ITEMS

Strategic Communication Plan - Cyndi Raskin-Schmitt, Director of Communications, provided 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 Strategic Communication Plan was not aligned with the Path Forward; that the plan is more about PSTA's message to the community instead of seeking input from the community about their needs. Mr. Deighton spoke about the 100 signatures from the Route 58 riders who use the bus to get to work. He expressed his belief that it is very important to state in the plan that PSTA helps people get to work. Mr. Deighton added how important market research is and making sure we reach the right target.

[Mr. Jonson left the meeting at 9:33 AM and did not return.]

Bob Clifford, Jolley Trolley, asked that their company be better informed about the U-Pass program. Rosemary Windsor, Jolley Trolley, commented that she would like PSTA and the Jolley Trolley to work more closely together on special events.

[Mr. Scott entered the meeting at 9:35 AM.]

Mr. Deighton made a motion, seconded by Mr. Eggers to forward the Strategic Communication Plan to the Board for consideration. There were no public comments. The motion passed unanimously.

Approval of Minutes – Mr. Deighton made a motion, seconded by Mr. Scott to approve the minutes of the November 18, 2015 meeting. There were no public comments. The motion passed unanimously.

Hybrid Battery Parts & Equipment – Mr. Lukasik stated that staff is asking for a recommendation to the Board to approve a one-year agreement with two one-year options to purchase hybrid batteries, parts, and equipment from Florida Detroit Diesel-Allison. He said that an Invitation For Bid (IFB) was issued with two companies responding; Florida Detroit Diesel-Allison, which is the sole distributor in Florida, and ICT Power, LLC, which purchases the parts from Florida Detroit Diesel-Allison. Mr. Lukasik noted that purchases would be conducted on an as-needed basis within the operating budget.

Mr. Scott reiterated his concerns with the diesel/hybrid fleet and the high cost of parts. Mr. Scott made a motion to recommend approval. Mr. Deighton had questions about the costs which Mr. Lukasik answered. Mr. Eggers stated that it is important for the Board to be educated on the incremental costs and benefits for each bus type that PSTA is considering for future purchases. Mr. Eggers seconded the motion. There were no public comments. Motion passed unanimously.

SMS Texting Service – Debbie Woodward, Director of Information Technology (IT), indicated that staff is asking for the Committee to recommend Board approval of a one-year service agreement with the option for two one-year renewals with TextMarks, Inc., for a total three-year agreement not to exceed \$150,000. Ms. Woodward answered a few questions from the Committee and Mr. Scott made a motion, seconded by Mr. Deighton to recommend approval of the agreement with TextMarks, Inc. There were no public comments. Motion passed unanimously.

INFORMATION ITEMS

Central Avenue Bus Rapid Transit (BRT) Action Plan – Heather Sobush, Planning Manager, delivered 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 permission to enter into the project development phase. Mr. Eggers suggested looking at other BRT projects and reaching out to the Center for Urban Transportation Research (CUTR) Group for their input. In response to Mr. Scott's question about when the system would be complete, Ms. Borchers answered October 2020. Ms. Sobush replied to Mr. Deighton's questions about the BRT route.

Bus & Bus Stop Cleanliness – Mr. Lukasik provided a presentation on bus and bus stop cleanliness and ongoing efforts. Mr. Lukasik and Ms. Borchers responded to Committee Chair Barkley's question about the stand-alone benches and shelter placement.

REPORTS

Monthly Financial Statement – The financial statements were included in the packet. Ms. Leous gave a brief summary of the reports for the months ending October 31st and November 30th.

Ridership/Performance – This report was included in the packet. Mr. Eggers had a question regarding passenger fares, which Mr. Miller answered.

PSTA Contracts – The contracts list was included in the packet.

Fuel Report – Ms. Leous indicated that this is the first time the fuel report has been included in the packet and summarized the report.

FUTURE MEETING SUBJECTS

The Committee was provided with a list of upcoming meeting subjects. Mr. Eggers suggested adding an item regarding PSTA's discussions with the municipalities and the County to acquire pull-off areas for the buses.

OTHER BUSINESS

No other business was discussed.

ADJOURNMENT

The meeting was adjourned at 10:30 AM. The next meeting will be held on February 17th at 9:00 AM.

ACTION ITEM



3B: 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: Cassandra Borchers, CDO
Heather Sobush, Planning Manager

FINANCE & PERFORMANCE
MANAGEMENT

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.

Attachments:

1. Project Development Draft Scope
2. PowerPoint (to follow)



**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

ACTION ITEM



3C: Lawn Maintenance & Related Services



Action: Recommend Approval for 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



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:

- Recommend approval for 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.
-

Attachments:

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

ACTION ITEM



3D: Remanufactured Engines & Transmissions



- Action:**
- A. Recommend Approval for 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**
 - B. Recommend Approval for 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**

Staff Resource: Henry Lukasik, Dir. of Maintenance
Lou Emma Cromity, Dir. of Procurement

**FINANCE & PERFORMANCE
MANAGEMENT**

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.

Attachments:

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

INFORMATION ITEMS



4A: Bus Technology Options & Timeline for Decision Making



Action: Information Item

Staff Resource: Brad Miller

**FINANCE & PERFORMANCE
MANAGEMENT**

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.

Attachments:

1. PowerPoint (to follow)



REPORTS

5A: Monthly Financial Statement



Action: Information Item

Staff Resource: Debbie Leous, CFO
Michael Hanson, Dir. of Finance

**FINANCE & PERFORMANCE
MANAGEMENT**

-
- Staff will present the financial status report for the month ending December, 2015.
-

Attachments:

1. Monthly Financial Performance Report – Monthly
2. Monthly Financial Performance Report – Fiscal Year to Date
3. Monthly Financial Performance Report – Fiscal Year to Fiscal Year Comparison
4. Statement of Revenues and Expenditures – Actual vs. Budget
5. Statement of Revenues and Expenditures – Year to Year Actual vs. Actual

**MONTHLY FINANCIAL PERFORMANCE REPORT
for the Period Ending December 31, 2015**

Month to Date as of December 2015

December				
Description	Actual	Budget	% Variance	\$ Variance
Revenues	\$24,758,907	\$21,824,874	13.44%	\$2,934,033
Expenses	\$5,909,769	\$5,605,438	5.43%	\$304,331
Surplus / (Deficit)	\$18,849,138	\$16,219,436	16.21%	\$2,629,702

For the month of December, the net surplus of \$18.85 million was \$2.63 million favorable to the budgeted surplus of \$16.22 million.

Revenues

Passenger Fares revenue is -22.0% under budget.	(\$304,848)
Auxiliary revenue is 67.0% over budget due to increased advertising.	28,890
Non-Transportation revenue is 35.5% over budget due to increased interest income.	5,264
Taxes revenue is 18.3% over budget due to timing.	3,394,492
State Grants revenue is -15.9% under budget due to timing.	(186,891)
Federal Grants MPO Pass -Thru revenue is -95.5% under budget due to timing.	(12,732)
All other revenues within 5.0% of budget.	9,858
	<u>\$2,934,033</u>

Expenses

Salaries expense is .6% over budget.	\$13,925
Fringe Benefits expense is -8.3% under budget.	(77,580)
Services expense is 53.4% over budget due to timing.	256,423
Diesel Fuel expense is -7.7% under budget.	(27,570)
Supplies expense is 42.0% over budget due to bus overhaul parts.	154,884
Insurance expense is 32.6% over budget due to the timing of recoveries.	47,196
Utilities expense is -34.2% under budget.	(40,292)
Taxes & Licenses expense is -16.5% under budget.	(10,325)
Purchased Transportation - TD expense is -23.9% under budget.	(14,905)
Purchased Transportation - Trolleys expense is -14.9% under budget.	(8,305)
Miscellaneous expense is -24.0% under budget.	(13,395)
All other expenses within 5.0% of budget.	24,275
	<u>\$304,331</u>

**MONTHLY FINANCIAL PERFORMANCE REPORT
for the Period Ending December 31, 2015**

Year to Date as of December 2015

December				
Description	Actual	Budget	% Variance	\$ Variance
Revenues	\$32,938,811	\$33,051,513	(0.34%)	(\$112,702)
Expenses	\$16,235,332	\$16,533,683	(1.80%)	(\$298,351)
Surplus / (Deficit)	\$16,703,479	\$16,517,830	1.12%	\$185,649

Year to date through December, the net surplus of \$16.70 million was \$.19 million favorable to the budgeted surplus of \$16.52 million.

Revenues

Passenger Fares revenue is -17.4% under budget.	(\$670,306)
Auxiliary revenue is 26.7% over budget due to increased advertising.	34,570
Non-Transportation revenue is 86.3% over budget due to increased interest income.	27,925
State Grants revenue is -20.5% under budget due to timing.	(522,193)
Federal Grants MPO Pass -Thru revenue is -31.8% under budget due to timing.	(12,733)
All other revenues within 5.0% of budget.	1,030,035
	<u><u>(\$112,702)</u></u>

Expenses

Salaries expense is -3.9% under budget.	(\$289,420)
Fringe Benefits expense is -7.7% under budget.	(215,703)
Services expense is 7.5% over budget.	83,614
Diesel Fuel expense is -6.4% under budget.	(72,002)
Supplies expense is 19.5% over budget due to bus overhaul parts.	215,736
Insurance expense is 8.1% over budget.	35,218
Utilities expense is -22.2% under budget.	(66,344)
Purchased Transportation - TD expense is -12.9% under budget.	(24,151)
Purchased Transportation - Trolleys expense is -5.9% under budget.	(9,929)
Miscellaneous expense is -7.6% under budget.	(11,913)
All other expenses within 5.0% of budget.	56,543
	<u><u>(\$298,351)</u></u>

**MONTHLY FINANCIAL PERFORMANCE REPORT
for the Period Ending December 31, 2015**

Year to Year Comparison Based on YTD Actuals as of December 2015

December				
Description	FY 2015	FY 2014	% Variance	\$ Variance
Revenues	\$32,938,811	\$32,362,213	1.78%	\$576,598
Expenses	\$16,235,332	\$15,861,660	2.36%	\$373,672
Surplus / (Deficit)	\$16,703,479	\$16,500,553	1.23%	\$202,926

Year to year through December, the net surplus of \$16.70 million for FY 2016 was \$.20 million favorable to the FY 2015 surplus of \$16.50 million.

Revenues

Auxiliary revenue for FY 2016 is 35.2% over FY 2015 due to increased advertising.	42,655
Non-Transportation revenue for FY 2016 is -58.8% under FY 2015.	(86,003)
Taxes revenue for FY 2016 is 11.5% over FY 2015.	2,623,441
State Grants revenue for FY 2016 is -41.7% under FY 2015 due to timing.	(1,442,609)
Federal Grants revenue for FY 2016 is -26.7% under FY 2015 due to timing.	(594,995)
Federal Grant MPO Pass-Thru revenue for FY 2016 is -31.8% under FY 2015 due to timing.	(12,733)
All other revenues within 5.0% of budget.	46,842
	<u>\$576,598</u>

Expenses

Services expense for FY 2016 is 16.8% over FY 2015.	173,219
Diesel Fuel expense for FY 2016 is -39.9% under FY 2015.	(699,091)
Supplies expense for FY 2016 is 18.7% over FY 2015.	208,691
Insurance expense for FY 2016 is 90.3% over FY 2015.	222,478
Purchased Transportation - DART expense for FY 2016 is 26.7% over FY 2015 due mostly to a change in accounting treatment of DART fares received by DART providers.	342,802
Purchased Transportation - TD expense for FY 2016 is -12.4% under FY 2015.	(23,154)
Miscellaneous expense for FY 2016 is 14.0% over FY 2015.	17,764
All other expenses within 5.0% of budget.	130,963
	<u>\$373,672</u>

Pinellas Suncoast Transit Authority
Statement of Revenues and Expenditures
Actual vs. Budget
Month Ended December 2015

	Month				Year to Date				Annual
	Actual	Budget	Variance		Actual	Budget	Variance		Budget
			Percent	Dollar			Percent	Dollar	
Revenue									
Passenger Fares	\$ 1,082,011	\$ 1,386,859	(21.98%)	\$ (304,848)	\$ 3,185,675	\$ 3,855,981	(17.38%)	\$ (670,306)	\$ 14,817,650
Auxiliary	72,023	43,133	66.98%	28,890	163,973	129,403	26.71%	34,570	517,600
Non-Transportation	20,096	14,832	35.49%	5,264	60,291	32,366	86.28%	27,925	173,050
Taxes	21,905,146	18,510,654	18.34%	3,394,492	25,445,198	24,405,893	4.26%	1,039,305	37,808,440
Local Beach Trolley & Rt.35	76,088	77,179	(1.41%)	(1,091)	230,569	231,545	(0.42%)	(976)	926,156
State Reimbursement-Fuel Tax	58,067	60,627	(4.22%)	(2,560)	174,201	175,912	(0.97%)	(1,711)	652,620
State Grants	986,256	1,173,147	(15.93%)	(186,891)	2,019,917	2,542,110	(20.54%)	(522,193)	7,418,284
Federal Grants	558,619	545,110	2.48%	13,509	1,631,719	1,638,302	(0.40%)	(6,583)	5,481,491
Federal Grants MPO Pass -Thru	601	13,333	(95.49%)	(12,732)	27,268	40,001	(31.83%)	(12,733)	80,000
Total	24,758,907	21,824,874	13.44%	2,934,033	32,938,811	33,051,513	(0.34%)	(112,702)	67,875,291
Expenditures									
Salaries	2,462,604	2,448,679	0.57%	13,925	7,095,247	7,384,667	(3.92%)	(289,420)	29,306,960
Fringe Benefits	853,045	930,625	(8.34%)	(77,580)	2,571,151	2,786,854	(7.74%)	(215,703)	11,142,638
Services	736,803	480,380	53.38%	256,423	1,202,665	1,119,051	7.47%	83,614	3,715,565
Diesel Fuel	330,408	357,978	(7.70%)	(27,570)	1,051,778	1,123,780	(6.41%)	(72,002)	4,531,370
Supplies	523,470	368,586	42.02%	154,884	1,324,048	1,108,312	19.47%	215,736	4,529,002
Insurance	191,756	144,560	32.65%	47,196	468,878	433,660	8.12%	35,218	1,709,200
Utilities	77,490	117,782	(34.21%)	(40,292)	232,464	298,808	(22.20%)	(66,344)	1,168,600
Taxes & Licenses	52,185	62,510	(16.52%)	(10,325)	197,604	206,091	(4.12%)	(8,487)	843,590
Purchased Transportation - DART	544,816	520,541	4.66%	24,275	1,626,661	1,561,631	4.16%	65,030	6,246,500
Purchased Transportation - TD	47,476	62,381	(23.89%)	(14,905)	162,990	187,141	(12.91%)	(24,151)	748,570
Purchased Transportation - Trolleys	47,395	55,700	(14.91%)	(8,305)	157,166	167,095	(5.94%)	(9,929)	668,395
Miscellaneous	42,321	55,716	(24.04%)	(13,395)	144,680	156,593	(7.61%)	(11,913)	636,455
Total	5,909,769	5,605,438	5.43%	304,331	16,235,332	16,533,683	(1.80%)	(298,351)	65,246,845
Revenue Over / (Under) Expenditures	\$ 18,849,138	\$ 16,219,436	16.21%	\$ 2,629,702	\$ 16,703,479	\$ 16,517,830	1.12%	\$ 185,649	\$ 2,628,446
Transfer (To) / From Reserve									\$ (2,628,446)

Pinellas Suncoast Transit Authority
Statement of Revenues and Expenditures
Actual vs. Actual
Month Ended December 2015

	Year to Date			Variance	
	Budget	December 2015 Actual	December 2014 Actual	Percent	Dollar
Revenue					
Passenger Fares	\$ 3,855,981	\$ 3,185,675	\$ 3,149,992	1.13%	\$ 35,683
Auxiliary	129,403	163,973	121,318	35.16%	42,655
Non-Transportation	32,366	60,291	146,294	(58.79%)	(86,003)
Taxes	24,405,893	25,445,198	22,821,757	11.50%	2,623,441
Local Beach Trolley & Rt.35	231,545	230,569	220,665	4.49%	9,904
State Reimbursement-Fuel Tax	175,912	174,201	172,946	0.73%	1,255
State Grants	2,542,110	2,019,917	3,462,526	(41.66%)	(1,442,609)
Federal Grants	1,638,302	1,631,719	2,226,714	(26.72%)	(594,995)
Federal Grant MPO Pass-Thru	40,001	27,268	40,001	(31.83%)	(12,733)
Total	<u>33,051,513</u>	<u>32,938,811</u>	<u>32,362,213</u>	<u>1.78%</u>	<u>576,598</u>
Expenditures					
Salaries	7,384,667	7,095,247	6,976,752	1.70%	118,495
Fringe Benefits	2,786,854	2,571,151	2,557,192	0.55%	13,959
Services	1,119,051	1,202,665	1,029,446	16.83%	173,219
Diesel Fuel	1,123,780	1,051,778	1,750,869	(39.93%)	(699,091)
Supplies	1,108,312	1,324,048	1,115,357	18.71%	208,691
Insurance	433,660	468,878	246,400	90.29%	222,478
Utilities	298,808	232,464	231,159	0.56%	1,305
Taxes & Licenses	206,091	197,604	196,098	0.77%	1,506
Purchased Transportation - DART	1,561,631	1,626,661	1,283,859	26.70%	342,802
Purchased Transportation - TD	187,141	162,990	186,144	(12.44%)	(23,154)
Purchased Transportation - Trolleys	167,095	157,166	161,468	(2.66%)	(4,302)
Miscellaneous	156,593	144,680	126,916	14.00%	17,764
Total	<u>16,533,683</u>	<u>16,235,332</u>	<u>15,861,660</u>	<u>2.36%</u>	<u>373,672</u>
Revenue Over / (Under) Expenditures	\$ <u>16,517,830</u>	\$ <u>16,703,479</u>	\$ <u>16,500,553</u>	<u>1.23%</u>	\$ <u>202,926</u>

Transfer To / From Reserve

REPORTS



5B: Quarterly Reports: Capital Projects, Fuel, Investments, Reserves



Action: Information Item

Staff Resource: Debbie Leous, CFO

**FINANCE & PERFORMANCE
MANAGEMENT**

Capital Projects:

- Attached is a list of PSTA's major capital projects as of December 31, 2015.

Fuel:

- Attached is a fuel report as of December 31, 2015.

Investments:

- The quarterly investment report is provided as required by the investment policy. This report covers the first quarter of the fiscal year 2016. (December 31, 2015).
- At December 31, 2015, there are \$58.2 million in investments with the following allocations:

Investment Category	Balance	% of Total
Investment Category A: SBA Local Government Surplus Funds Trust Fund (Florida PRIME) and SBA Fund B	\$1.1 Thousand	0%
Investment Category D: Interest Bearing Savings Accounts, Demand Deposit Accounts, Negotiable Order of Withdrawal Accounts or Certificate of Deposits	\$58.2 Million	100%

Reserves:

- The quarterly reserves report is provided as required by the reserve policy. This report covers the first quarter of the fiscal year 2016. (December 31, 2015).

- At December 31, 2015, there are \$58.2 million in investments with the following reserve allocations:

Reserve Category	Balance	% of Total
Reserve Category A: Unrestricted (Board discussions indicate PSTA may transfer to Category C.)	\$0	0%
Reserve Category B: Legally Restricted	\$0	0%
Reserve Category C: Restricted at the Board's Discretion (Operating, Self-Insurance, OPEB, and Capital)	\$41.0 Million	70%
Reserve Category D: For payment of liabilities and anticipated FY 2016 expenses	\$17.2 Million	30%
Total Investments	\$58.2 Million	100%

Attachments:

1. Quarterly Capital Budget vs. Actual
2. Capital Projects Front Cover
3. Capital Projects Full Report ([CLICK TO VIEW/PRINT](#))
4. Quarterly Fuel Report
5. Quarterly Investment Report
6. GFOA Treasury Management Report
7. Quarterly Reserves Report

**Fiscal Year 2016 Quarterly Update Capital Budget vs. Actual
for the Period Ending December 31, 2015**

Description	FY 2016 Budget	YTD FY 2016 Budget	YTD FY 2016 Actual	\$ Variance	% Variance
Vehicles	\$ 5,334,497	\$ -	\$ 98,694	\$ 98,694	\$ -
Passenger Amenities	868,774	202,799	93,050	(109,749)	(54.12%)
Training & Third Party Contracts	1,870,640	113,442	11,013	(102,429)	(90.29%)
Facilities	1,414,260	22,500	-	(22,500)	(100.00%)
Technology	1,489,054	203,559	94,553	(109,006)	(53.55%)
Miscellaneous	148,613	37,152	1,356	(35,796)	(96.35%)
Contingency	1,491,116	409,931	-	(409,931)	(100.00%)
Surplus / (Deficit)	\$ 12,616,954	\$ 989,383	\$ 298,666	\$ (690,717)	(69.81%)

Capital Budget Projects

Vehicles

Are over budget by \$98,694 or 100% due to the final payment made on the FY 2015 bus buy for training and the payment for the three (3) cargo vans that were received in November 2015. Both projects were budgeted in the prior fiscal year.

All FY 2016 capital budget items are due to be received in the third and fourth quarters for FY 2016.

Passenger Amenities

Are under budget by \$109,749 or 54.12% due to the timing. The first passenger shelter order was received and paid for in the amount of \$93,050. Landing pads expenditures will start in the second quarter of FY 2016.

Training & Third Party Contracts

Are under budget by \$102,429 or 90.29% due to reduction of actual "in person" assessment expenses per month, timing of the employee training and the timing of the short range planning expense.

Facilities

Are under budget by \$22,500 or 100% due to the timing of the budgeted activities for the purchase of replacement furniture and renovation of Scherer Drive.

Technology

Are under budget by \$109,006 or 53.55% due to receipt of the final invoice for the Campus Wi-Fi project that was completed in December. The start of the Cleverworks has been delayed and will start in the second quarter of FY 2016.

Miscellaneous

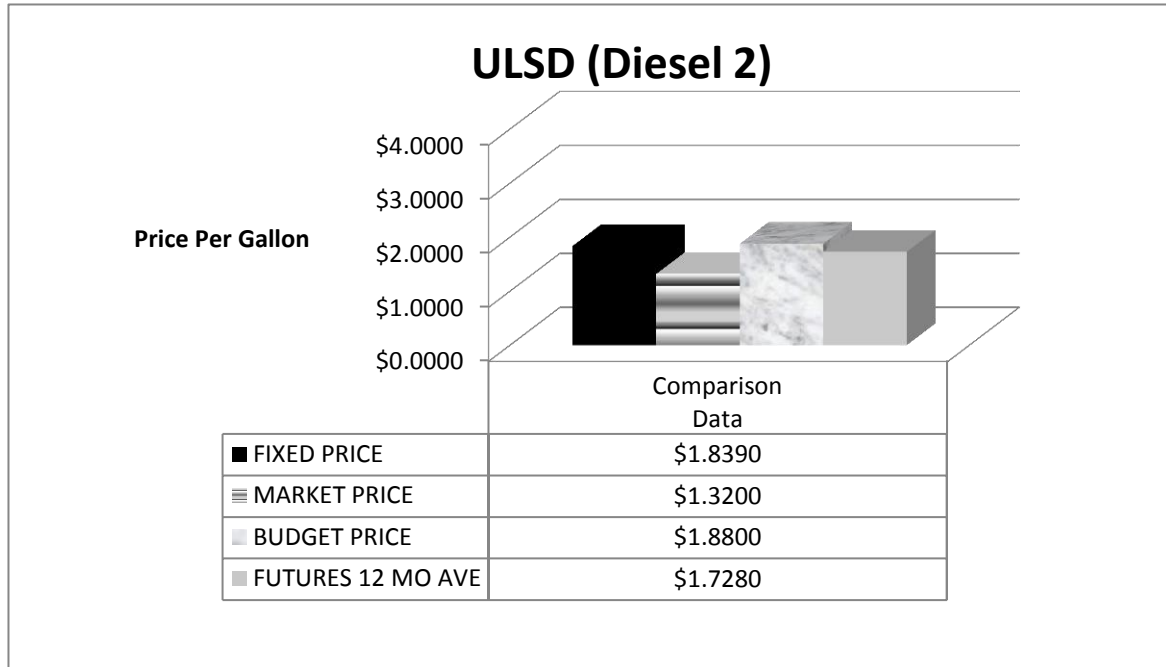
Are under budget by \$35,796 or 96.35% due to the timing of the expenditures. The Authority has delayed some miscellaneous support equipment purchases as the priority has been on the removal of shelters in Williams Park which was completed in late January.



**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%				

FUEL REPORT AS OF DECEMBER 31, 2015



FACTS:

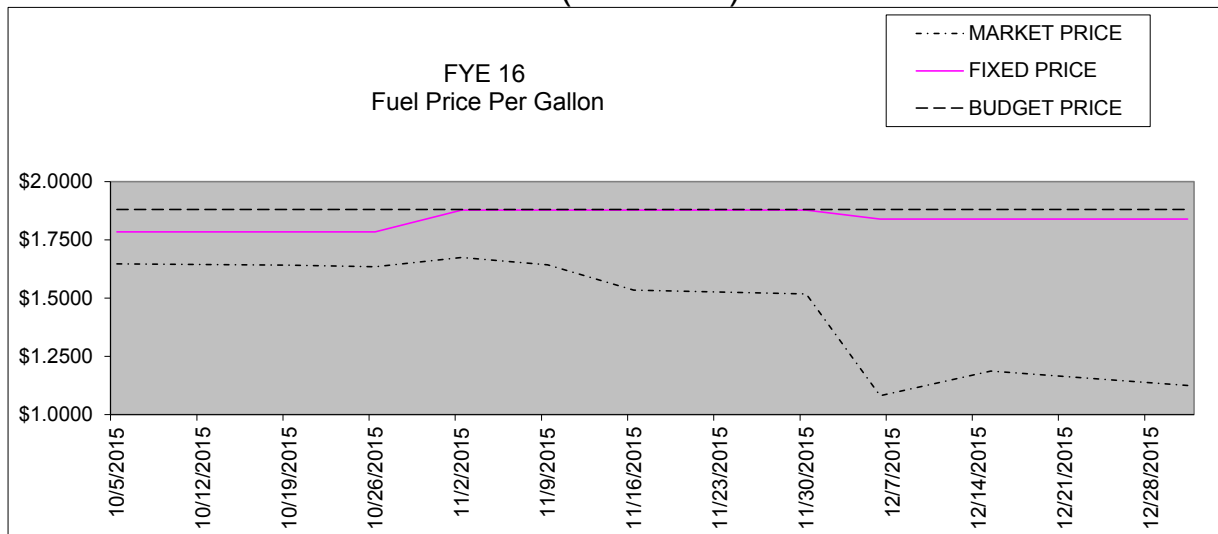
100% OF FUEL USAGE IS ULSD (DIESEL 2)

Average Paid	% of Total	Estimated Gallons Per Month
\$1.8390 Fixed	70%	126,000
\$1.3200 Market	30%	84,000
	100%	210,000

AVERAGE PRICE PER GALLON
BUDGET PER GALLON

\$1.6314
\$1.8800

FUEL REPORT AS OF DECEMBER 31, 2015 ULSD (Diesel #2)



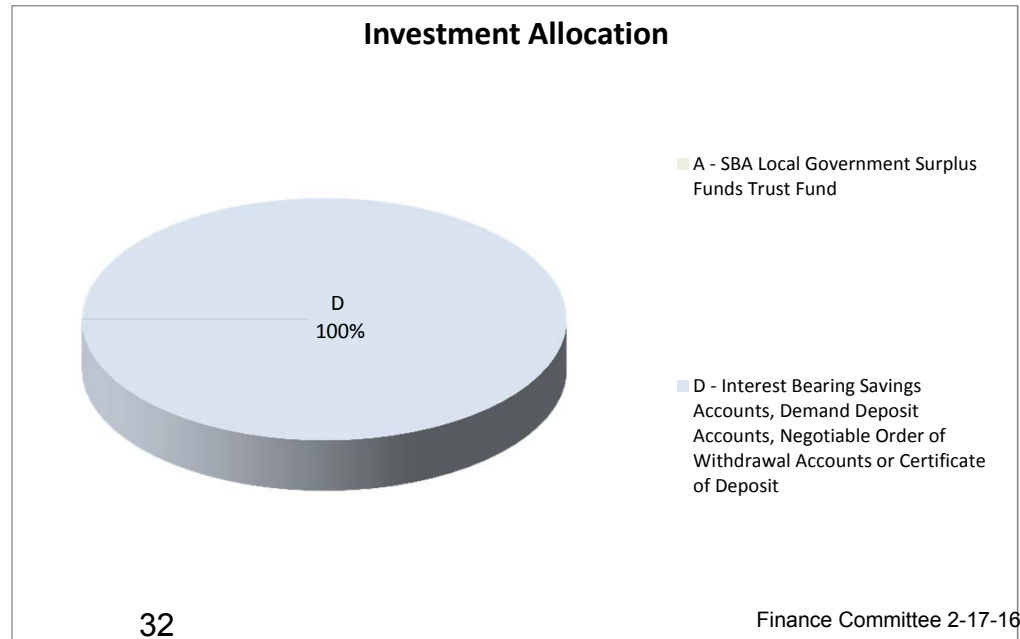
DATE	MARKET PRICE	FIXED PRICE	BUDGET PRICE	FUTURES 12 MO AVE
10/05/15	\$1.6465	\$1.7845	\$1.8800	\$1.9266
10/19/15	\$1.6421	\$1.7845	\$1.8800	\$1.8541
10/26/15	\$1.6339	\$1.7845	\$1.8800	\$1.8128
11/02/15	\$1.6750	\$1.8774	\$1.8800	\$1.8658
11/09/15	\$1.6431	\$1.8774	\$1.8800	\$1.8378
11/16/15	\$1.5339	\$1.8774	\$1.8800	\$1.7373
11/30/15	\$1.5174	\$1.8774	\$1.8800	\$1.6651
12/06/15	\$1.0807	\$1.8390	\$1.8800	\$1.7280
12/15/15	\$1.1859	\$1.8390	\$1.8800	\$1.7280
12/31/15	\$1.1239	\$1.8390	\$1.8800	\$1.7280

PSTA Investments
For the Quarter Ended December 31, 2015

Investment Category	Balance as of 9/30/2015	Balance as of 12/31/2015	% of Total Investments 12/31/2015	Interest Rate as of 12/31/2015	Quarterly Comparison of Returns				
					9/30/2015	6/30/2015	3/31/2015	12/31/2014	9/30/2014
A - SBA Local Government Surplus Funds Trust Fund									
SBA - Florida PRIME	\$1,068.07	\$1,068.87		0.350%	0.250%	0.220%	0.180%	0.160%	0.160%
Total	1,068.07	1,068.87	0%	N/A	N/A	N/A	N/A	N/A	N/A
D - Interest Bearing Savings Accounts, Demand Deposit Accounts, Negotiable Order of Withdrawal Accounts or Certificate of Deposit									
BankUnited - Public Funds Money Market Savings	32,116,413.82	44,173,555.50		0.450%	0.450%	0.400%	0.400%	0.400%	0.400%
BankUnited - Public Funds Certificate of Deposit	3,019,563.02	N/A		N/A	0.650%	0.650%	0.650%	0.650%	0.650%
BankUnited - Public Funds Certificate of Deposit II	5,000,000.00	5,008,861.78		0.695%	0.695%	N/A	N/A	N/A	N/A
BankUnited - Public Funds Certificate of Deposit III	N/A	5,000,000.00		0.799%	N/A	N/A	N/A	N/A	N/A
Citibank - FSA	-777.52	1,052.82		0.000%	0.000%	0.000%	0.000%	0.000%	0.000%
Citibank - Health Insurance	0.00	76,155.63		0.000%	0.000%	N/A	N/A	N/A	N/A
SunTrust - Auto & General Liability *	0.00	0.00		0.250%	0.250%	0.250%	0.200%	0.200%	0.200%
SunTrust - Depository *	4,335,755.95	3,842,045.52		0.250%	0.250%	0.250%	0.200%	0.200%	0.200%
SunTrust - Grants General *	49,417.00	0.00		0.250%	0.250%	0.250%	0.200%	0.200%	0.200%
SunTrust - Operating *	0.00	0.00		0.250%	0.250%	0.250%	0.200%	0.200%	0.200%
SunTrust - Payroll *	0.00	0.00		0.250%	0.250%	0.250%	0.200%	0.200%	0.200%
SunTrust - Workers' Compensation *	64,567.77	72,590.51		0.250%	0.250%	0.250%	0.200%	0.200%	0.200%
Total	44,584,940.04	58,174,261.76	100%						
Total Investments	\$44,586,008.11	\$58,175,330.63	100%						

* SunTrust accounts earn credits towards offsetting banking fees (0.250%)

Note: Weighted Average Interest rate is .49%



Investment Performance Benchmarks

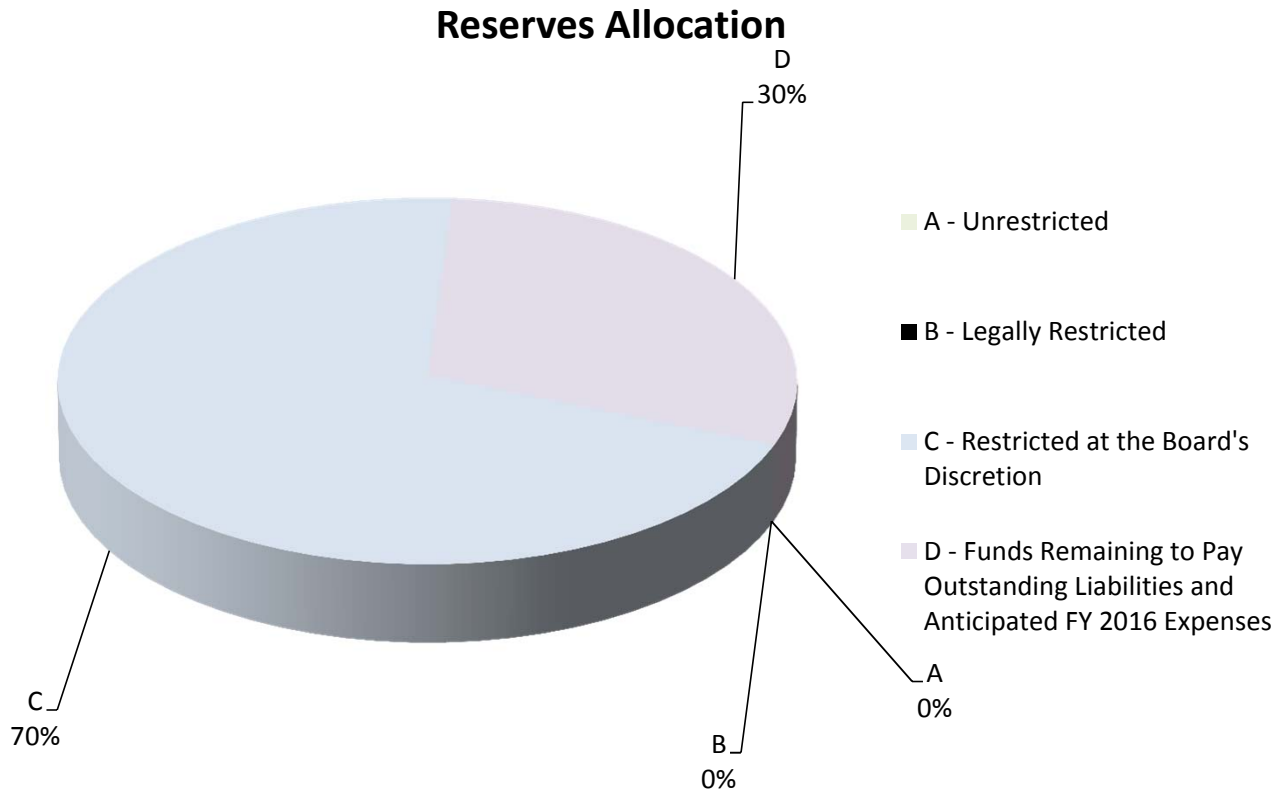
	Date	Average Return
The Money Market Fund Index	January 1, 2016	0.07%
	Date	7-day yield
S&P Rated LGIP Index	12/30/2015	0.24%

Cash Markets

	Rate	12/24/2015
Key Rates: Cash Markets	Federal funds	0.40%
	CDs: Three months	0.09%
	CDs: Six months	0.14%
	BAs: One month	0.15%
	T-bills: 91 day yield	0.26%
	T-bills: 52-week yield	0.47%
	Commercial paper, Dealer-Placed, 3 months	0.45%

**PSTA Reserves
Restricted and Unrestricted
December 31, 2015**

Reserves Category	Balance as of 9/30/2015	% of Total Reserves 9/30/2015
<u>A - Unrestricted</u>	\$0	
Total	\$0	0%
<u>B - Legally Restricted</u>		
FTA Restricted Funds	\$0	
Total	\$0	0%
<u>C - Restricted at the Board's Discretion</u>		
Two Months of Operating Reserves	\$10,874,474	
Estimated Self-Insurance Reserves	4,458,473	
Estimated Other Postemployment Benefits (OPEB) Reserves	1,621,001	
Capital Reserves - CAT Project	4,000,000	
Reserve for Anticipated Future Operating Deficits	2,331,247	
Capital Reserves (Primarily for Buses)	17,689,150	
Total	\$40,974,345	70%
<u>D - Funds Remaining to Pay Outstanding Liabilities and Anticipated FY 2016 Expenses</u>	\$17,200,986	30%
Total Investments	\$58,175,331	100%





REPORTS

5C: Ridership & Operations Performance Report



Action: Information Item

Staff Resource: Rita Hoffman, Statistical Data Manager

**FINANCE & PERFORMANCE
MANAGEMENT**

-
- Staff will present the ridership and operations report for the month ending January, 2016.
-

Attachments:

1. Ridership and Operations Reports (provided at meeting)

PRESENTATIONS



8A: Benchmarking Presentation



Action: Information Item

Staff Resource: Brad Miller, CEO

**FINANCE & PERFORMANCE
MANAGEMENT**

Background:

- As most of the Committee may remember, PSTA participates in the American Bus Benchmarking Group (ABBG) which allows fair comparison of hundreds of “Key Performance Indicators” across the full breadth of PSTA’s activities.
- The ABBG produces an Annual Report which was issued last month.

Attachments:

1. PowerPoint (to follow)

PRESENTATIONS



8B: Customer Satisfaction Survey



Action: Information Item

Staff Resource: James Bradford, COO

FINANCE & PERFORMANCE
MANAGEMENT

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).
- Upon completion of the customer service training sessions, TransPro performed a series of onboard surveys 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. A complete summary of findings were provided to PSTA upon conclusion.

Summary:

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

Attachments:

1. PowerPoint

Customer Service Satisfaction Survey

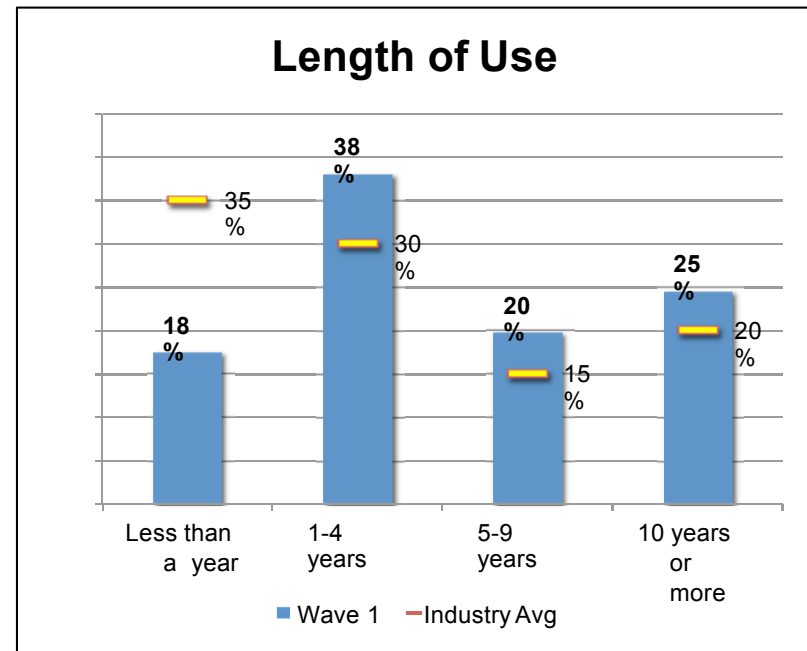
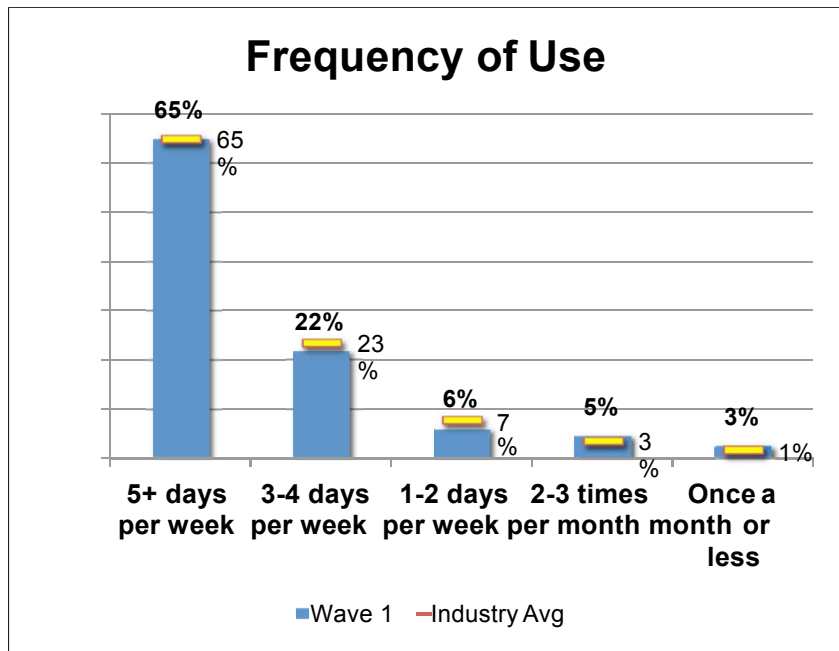
**CUSTOMER
SATISFACTION**



**(TRAC) Transit Riders Advisory Committee
Finance & Performance Management Committee
Planning Committee
February 16 & 17, 2016**

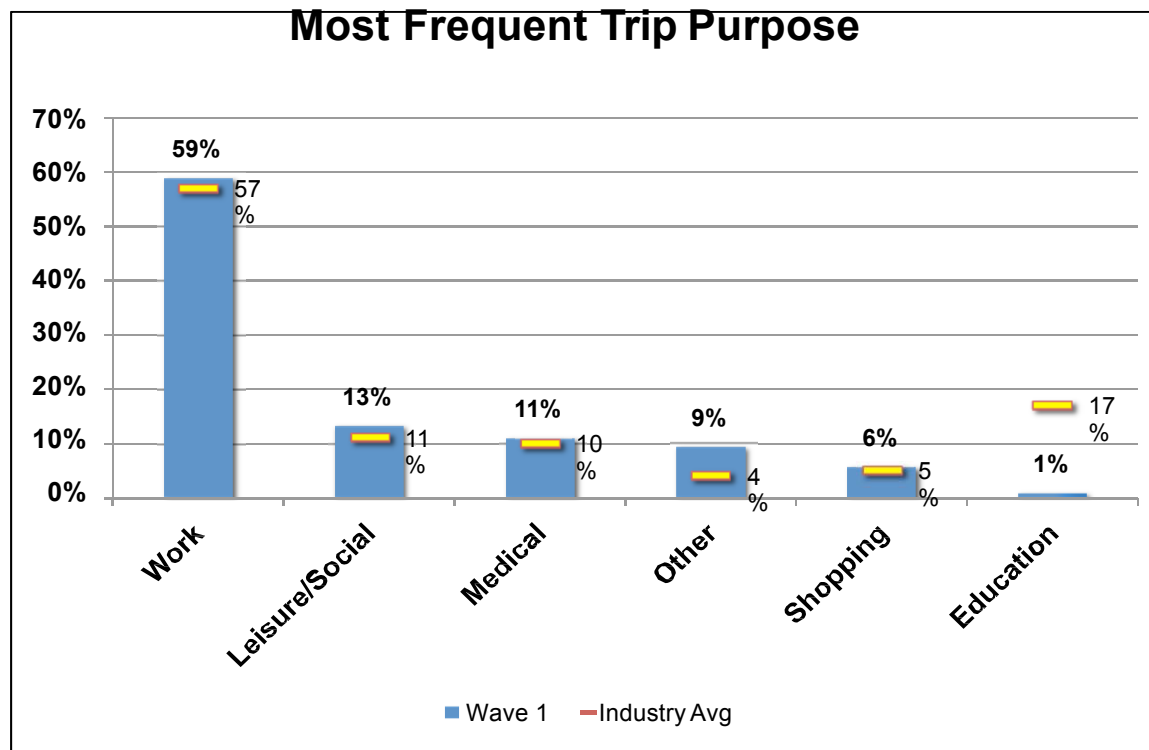
Frequency of PSTA Use

- 87% of customers utilize PSTA service at least three days per week
- 45% of customers have been riding PSTA for over 5 years.



Purpose of PSTA Use

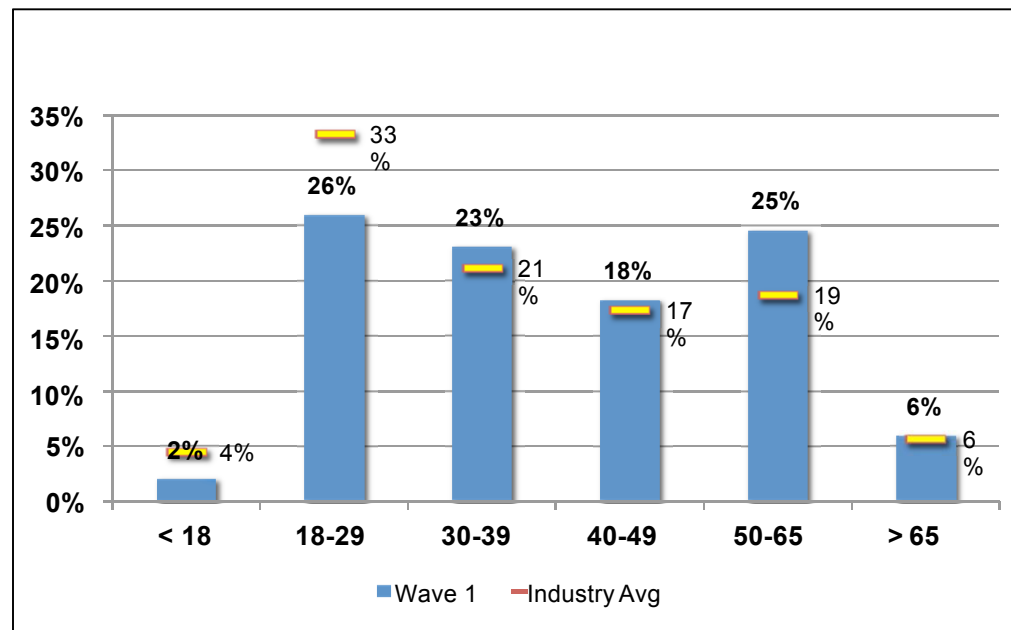
- 54% of customers utilize PSTA service primarily for travel to and/or from work



Demographic Profile of Customers

- Approximately 28% of PSTA customers are under the age of 30.

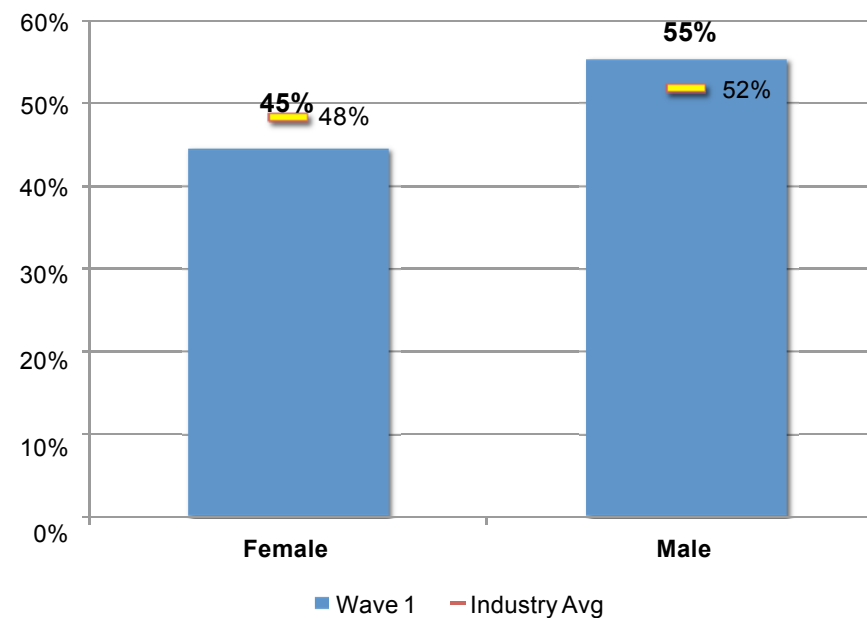
Age of Customers



Demographic Profile of Customers

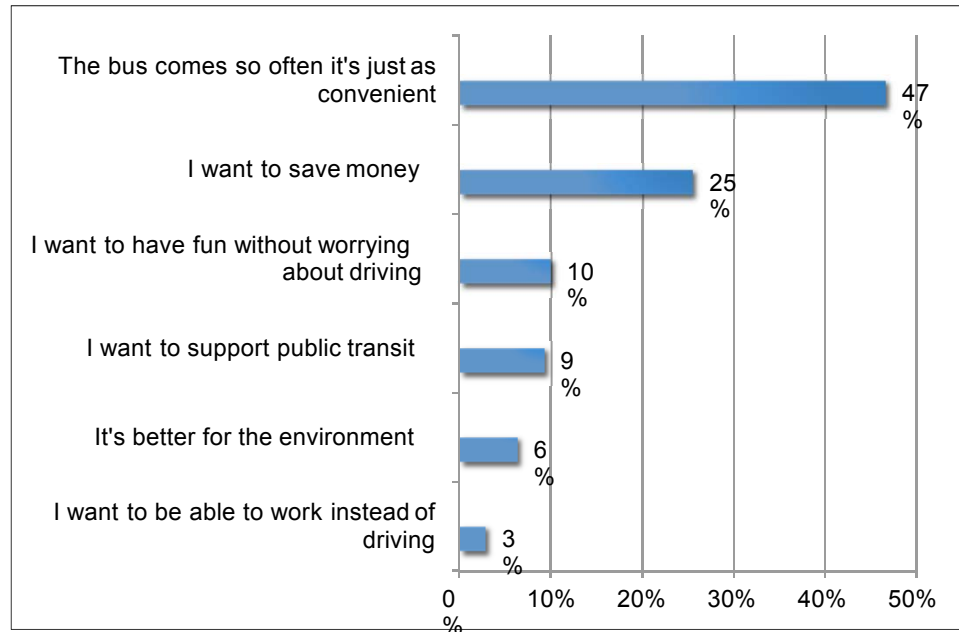
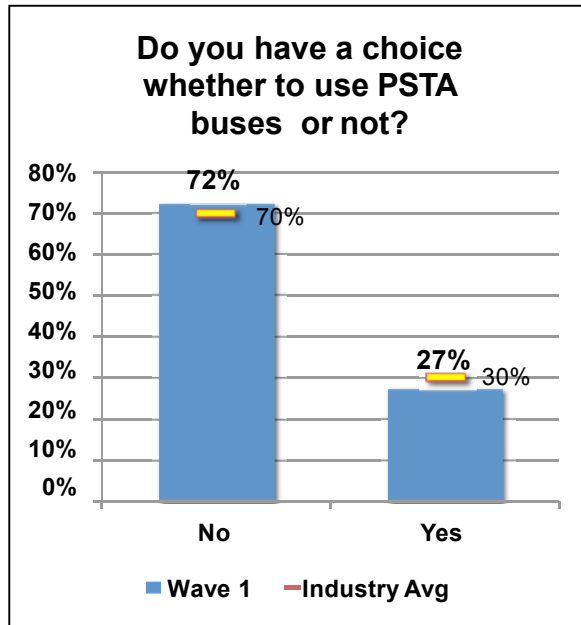
- There is a slightly higher percentage of male PSTA customers than female customers.

Gender of PSTA Customers



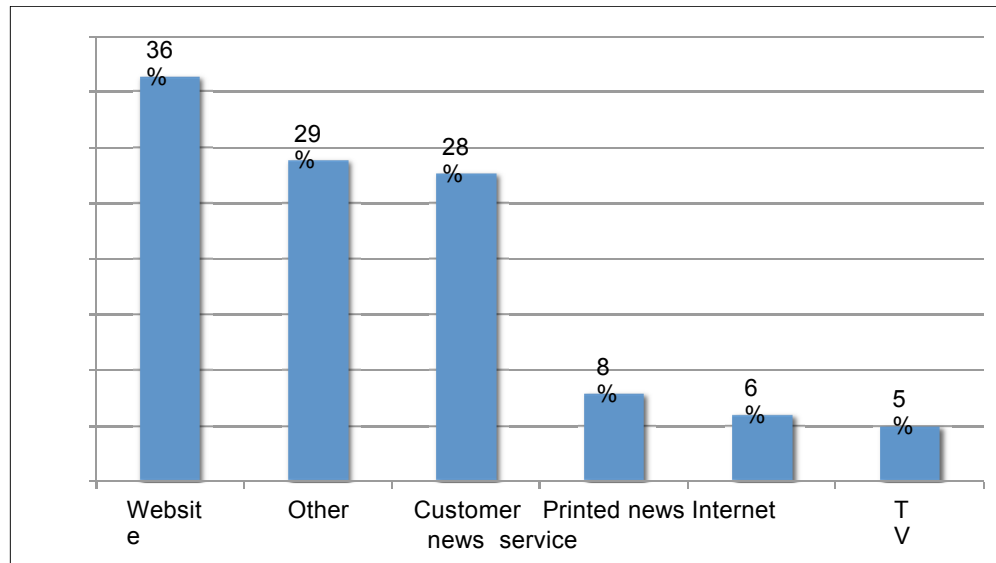
Transit Dependence

- 73% of PSTA customers indicate they do not have a choice of whether to use PSTA service
- 27% of PSTA customers are discretionary riders
- Among discretionary riders, convenience and economics are the most frequently cited reason for using PSTA service



Preferred Method of Receiving PSTA Information

- Customers prefer receiving information via website.



Question: How do you stay informed regarding updates, changes and new information at PSTA?

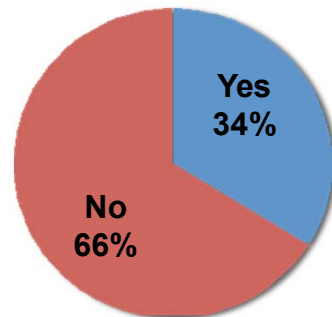


Select all that apply
TRANSPro
Transforming Leaders. Transforming Organizations.
Producing Breakthrough Results.

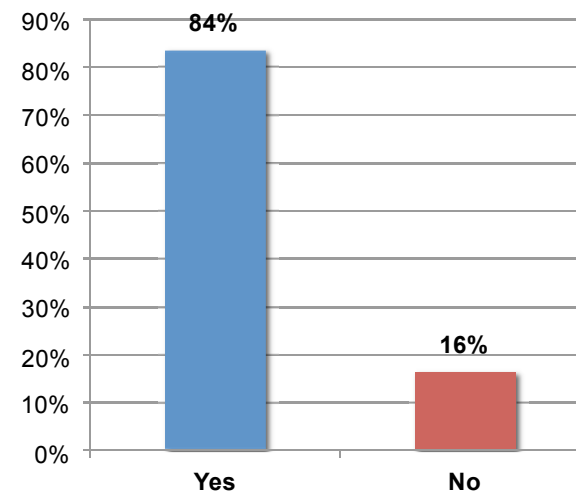
Contacting Customer Service

- 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?

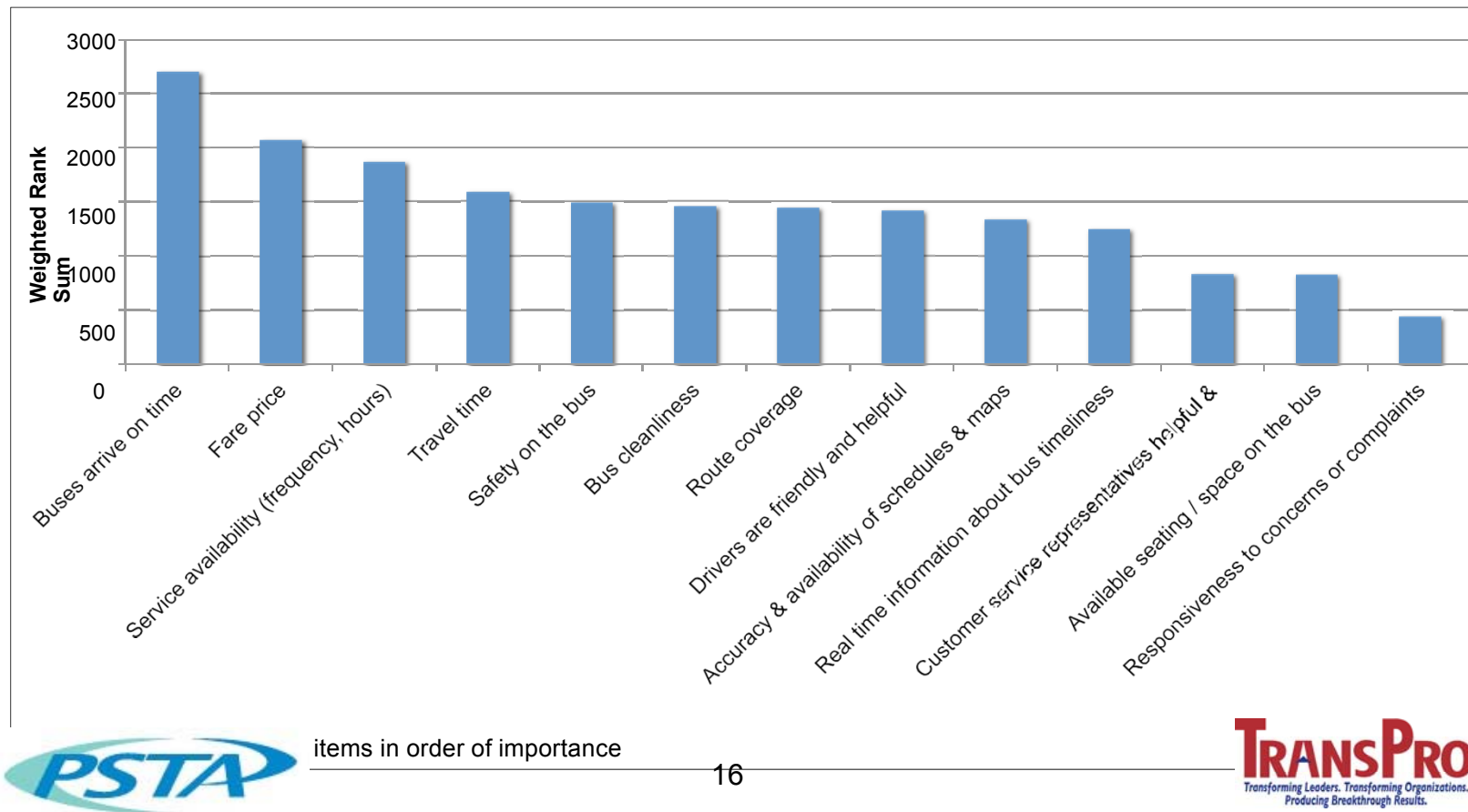


If yes, was your issue resolved?



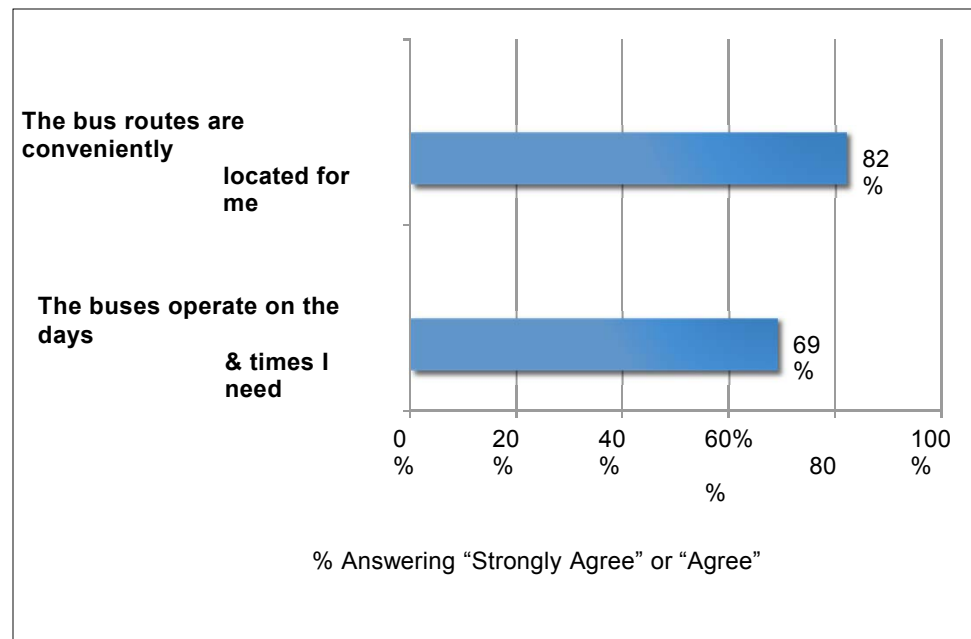
Top 10 Customer Importance Factors

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



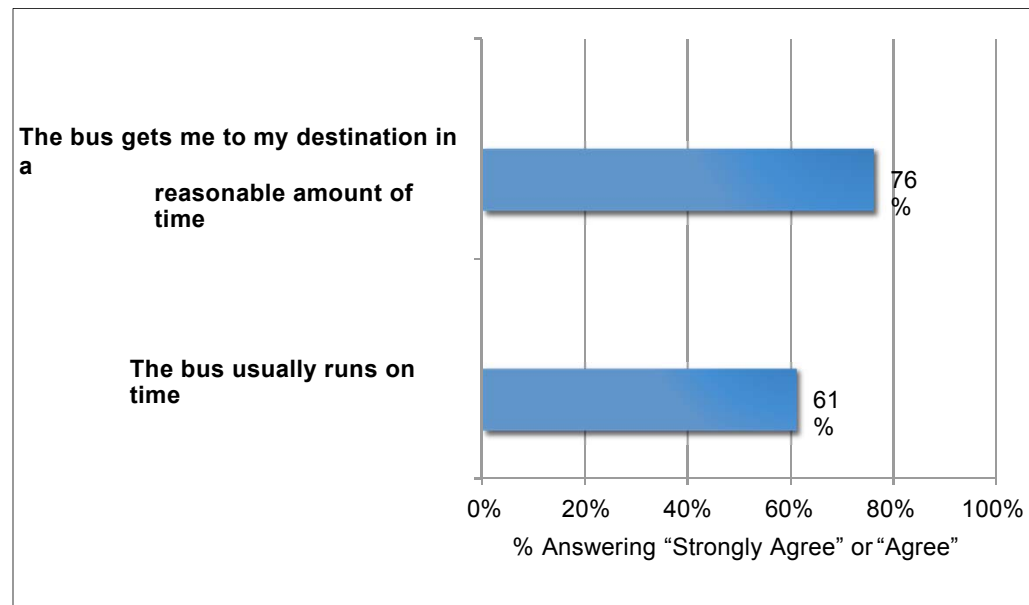
Availability

- 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.



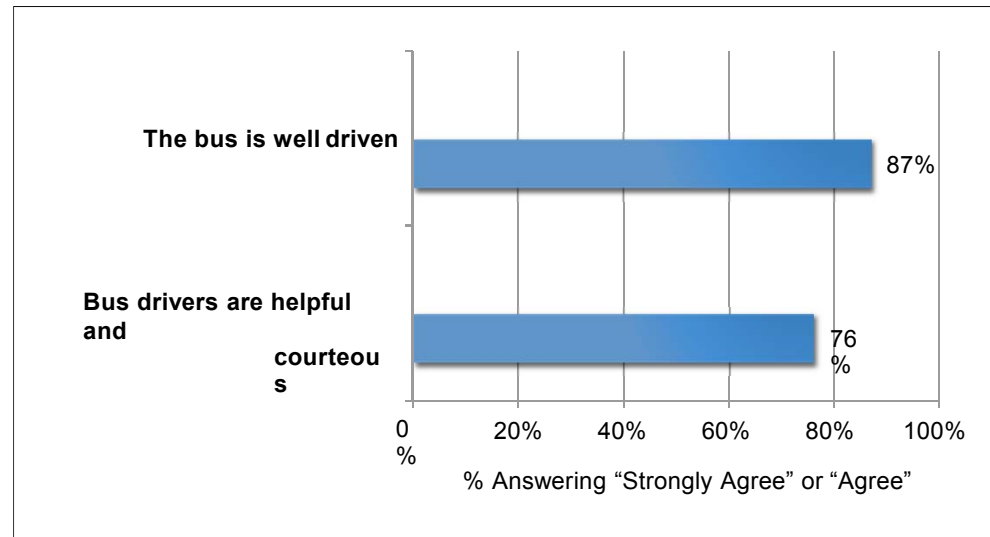
Time

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



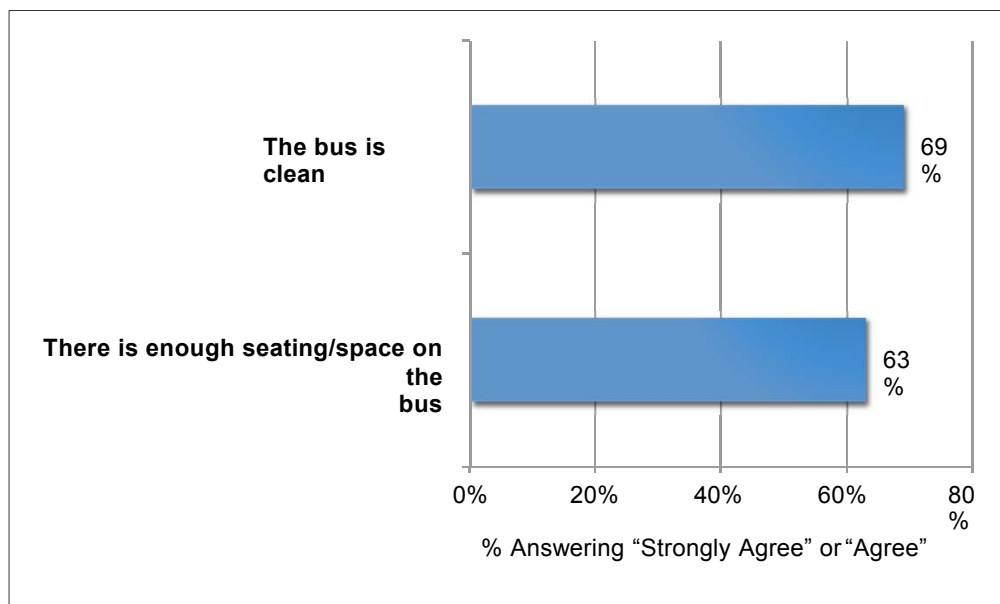
Driver Customer Service

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



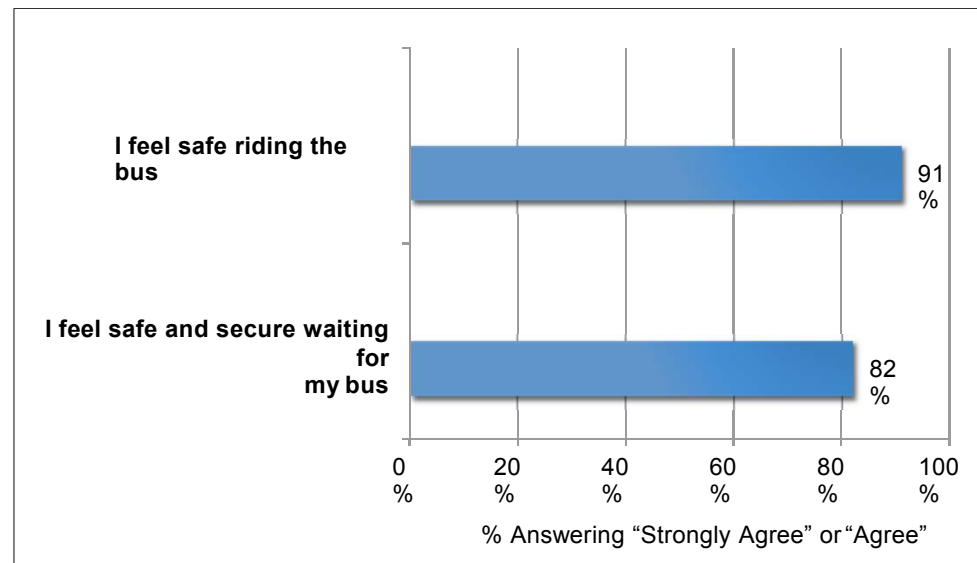
Comfort

- Nearly 70% of customers agree that the buses are clean.
- Less than 65% of customers feel there is enough seating/space on the bus.



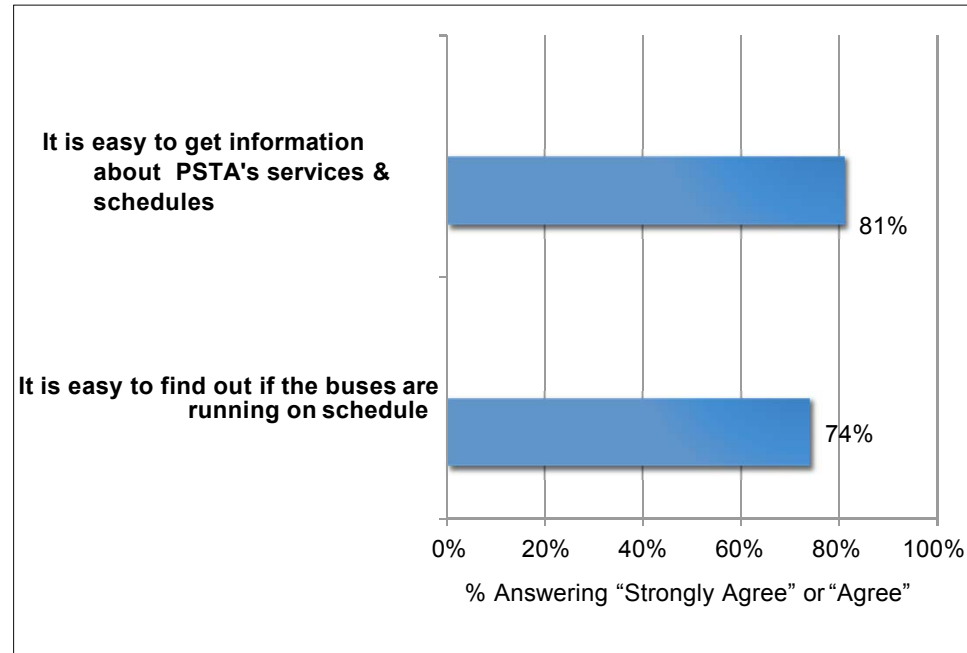
Security & Environmental Impact

- Over 90% of customers feel safe riding the bus.
- Over 80% of customers feel safe while waiting for the bus.



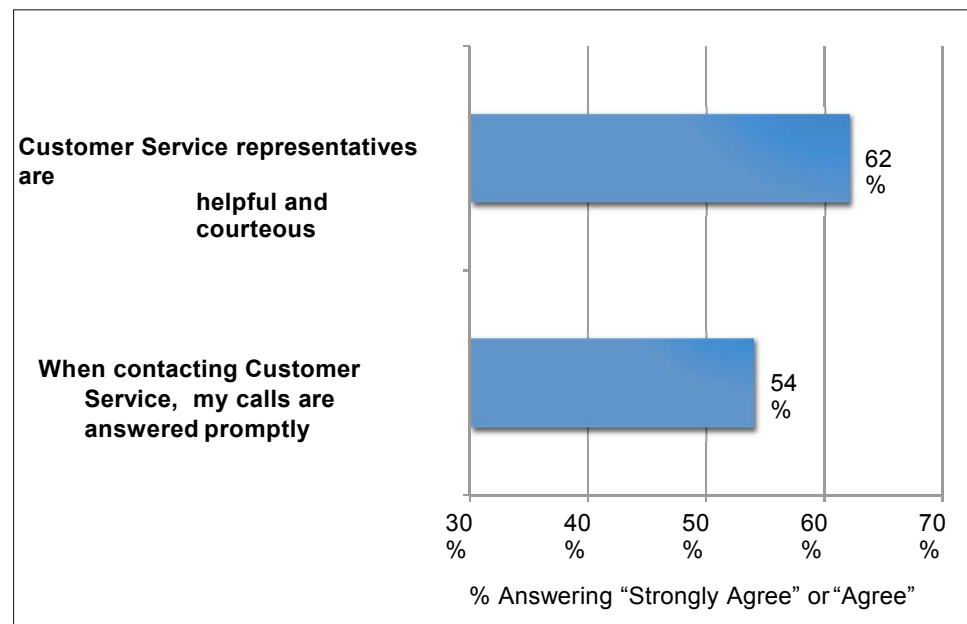
Information

- More than 80% of customers agree that it is easy to get information PSTA's services and schedules.
- Fewer than 75% of customers agree that it is easy to find out if buses are on schedule.



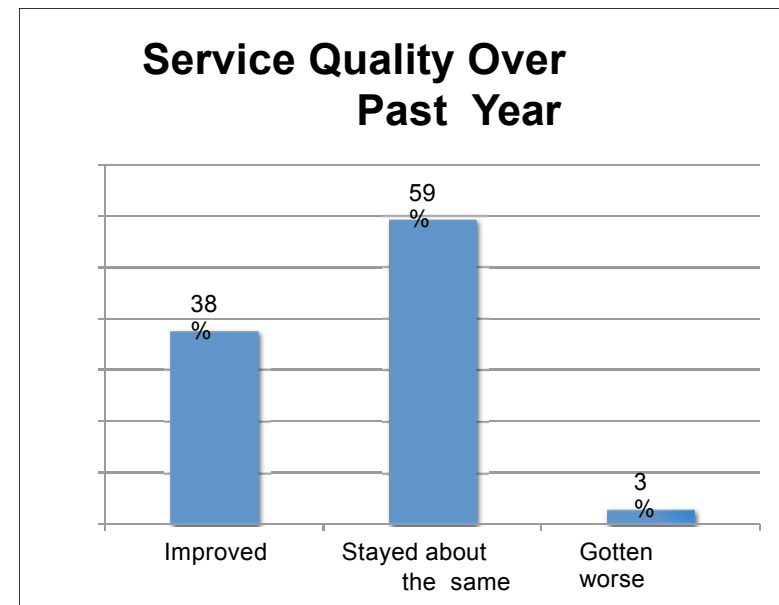
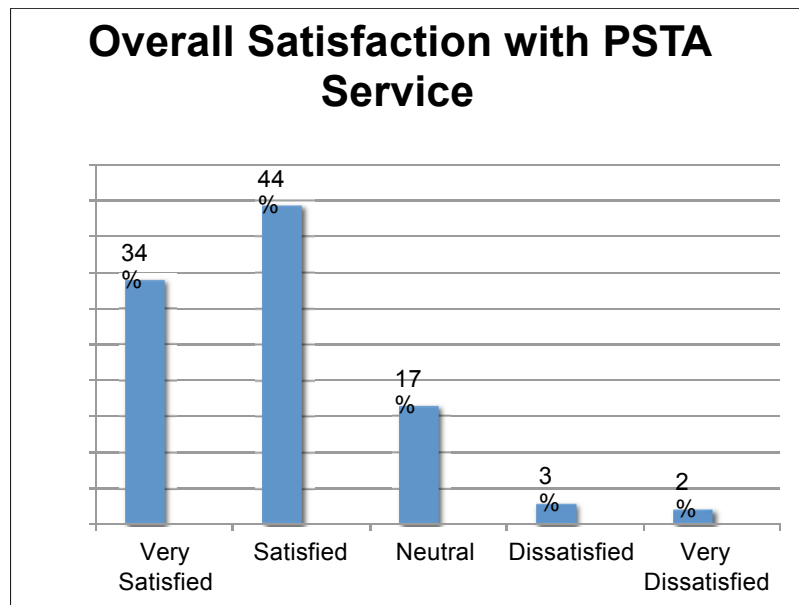
Customer Service

- 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.



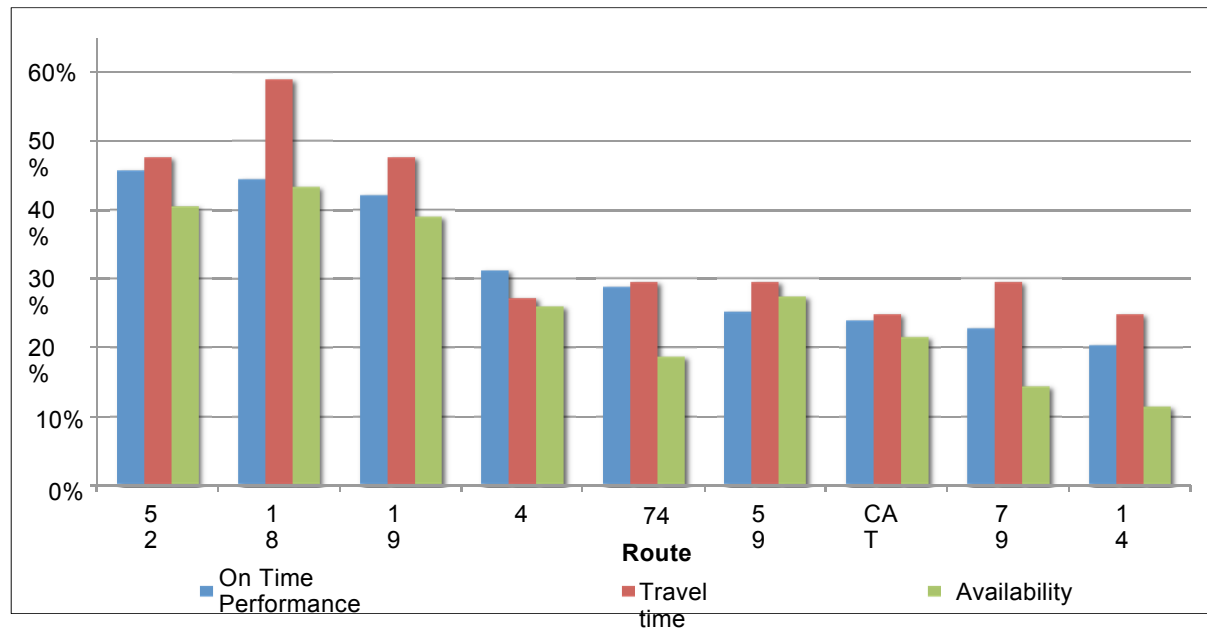
Overall Satisfaction

- 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.



Low Satisfaction by Route

- Routes 18, 52 and 19 are the most common routes regularly ridden by customers who report dissatisfaction with on time performance, travel time and/or service frequency and availability.

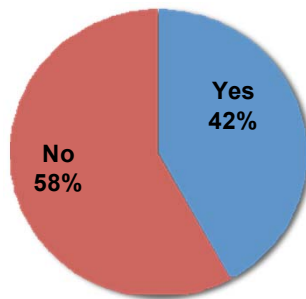


Note: Cross analysis of routes ridden regularly by customers who stated they were either “Dissatisfied” or “Very Dissatisfied” with each of the 3 elements

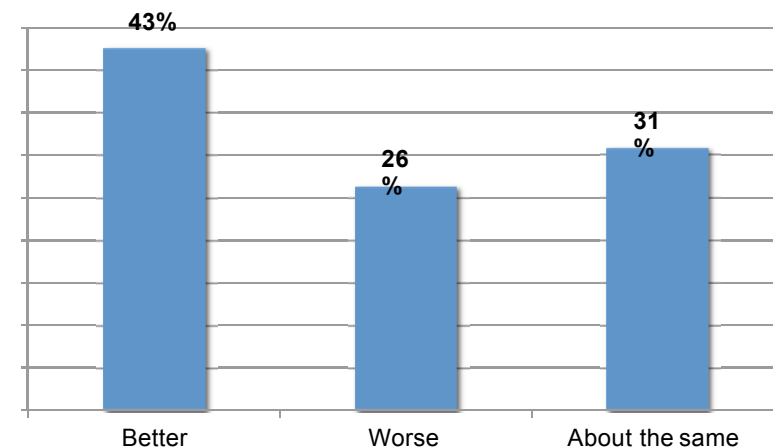
Customers' experience with other public transit agencies

- 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?



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



Issues of Importance

Route Specific Analysis

- On time performance, travel time and service frequency / availability each rated high in importance but low in satisfaction.
- This is consistent with the most common customer recommendations for improvement are for increased frequency and extended hours.
- Slide 32 lists the most common routes regularly ridden by customers who report dissatisfaction with each of those service elements.

Recommendations:

- Conduct further analysis on the most common routes reported comparing perception to actual performance
- Develop prioritized plan for improvement targeting those specific routes

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.