



PINELLAS SUNCOAST TRANSIT AUTHORITY  
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## TRANSIT RIDERS ADVISORY COMMITTEE MEETING MINUTES – OCTOBER 20, 2015

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The Transit Riders Advisory Committee (TRAC) of the Pinellas Suncoast Transit Authority (PSTA) held a meeting in the Auditorium at PSTA Headquarters at 4:00 PM on this date. The purpose of the meeting was to approve the September 15, 2015 minutes, the 2016 TRAC meeting schedule, and the revised TRAC By-Laws, as well as to provide information on System Redesign Phase 2 – Williams Park, East Lake Transportation Alternatives Pilot, Driver Training, and 2015 American Bus Benchmarking Group (ABBG) Customer Service Results. The following members were present:

Present:

Elaine Mann, Committee Chair  
Catherine Baranowski, Alt. South  
Lugene Blancher, Mid County  
Sonny Flynn, Beaches  
Gloria Lepik-Corrigan, North County  
Vivian Peters, Mid County  
Jaksa Petrovic, Professional  
Kimberly Rankine, DART  
Christian Smith, Alt. Student  
Demetrius Sullivan, South County  
Lori Thomas, South County  
Carson Zimmer, Alt. Professional

Absent:

Stephanie Leishman, Committee Vice-Chair  
LeeAnn McIlravey, Mid County  
G.W. Rolle, South County

Also Present:

Bill Jonson, PSTA Board Chairperson  
Brad Miller, CEO  
PSTA Staff Members  
Members of the Public

## CALL TO ORDER

Committee Chair Elaine Mann opened the meeting at 4:05 PM.

## PUBLIC COMMENT

Chair Mann took public comment from Chari Mercier of St. Petersburg.

## ACTION ITEMS

Approval of Minutes – Mr. Blancher made a motion, seconded by Ms. Flynn to approve the minutes of the September 15, 2015 meeting. The motion passed unanimously.

2016 TRAC meeting Schedule – Ms. Baranowski made a motion, seconded by Ms. Lepik-Corrigan to approve the meeting schedule, as amended. The motion passed unanimously.

TRAC By-Laws – The By-Laws for the TRAC were originally established December 19, 2014. The By-Laws are occasionally updated by staff as the need arises. The proposed modifications staff is recommending relates to membership, contact information, quorum notice, and amendments to the By-Laws. Ms. Baranowski made a motion, seconded by Mr. Petrovic to recommend approval of the changes to the By-Laws, as amended. The motion passed unanimously.

## INFORMATION ITEMS

System Redesign Phase 2 – Williams Park – Cassandra Borchers, Chief Development Officer, presented proposed route changes to the Williams Park and downtown St. Petersburg area.

PSTA has worked closely with the City to examine the best way to serve downtown through a grid network and provide better access to key downtown destinations. Bus service will be removed from Williams Park and redistributed throughout downtown. Next steps include public engagement to gather rider comments about the proposed changes. City Council and PSTA Board endorsements are expected in late November, and PSTA is planning for a February 14, 2016 service change.

East Lake Transportation Alternatives Pilot Program – Mr. Miller presented information on alternative transportation options in the East Lake Area in lieu of the discontinued East Lake Connector, one of the lowest performing routes. Due to the fact that the East Lake neighborhood is the largest neighborhood in Pinellas County without public

transportation, it has been chosen for a pilot program utilizing options such as taxicabs and transportation network company services.

Committee members received a fact sheet with additional information about the services, such as cost savings to PSTA, provisions for people with disabilities, and future expansion of the program, as well as information regarding background checks, drug screening, fingerprinting and insurance requirements.

Driver Training – In response to past requests by the TRAC, Mike Gloss, Superintendent of Safety, Security and Training, presented information on the training received by new PSTA bus drivers. He said drivers participate in an eight-week new operator training course totaling 320 hours.

Mr. Gloss covered a long list of the types of training drivers receive and explained how staff handles driver complaints by providing counseling and additional training for the driver as necessary.

2015 ABBG Customer Service Results – Cyndi Raskin-Schmitt, Director of Communications, presented the ABBG Customer Satisfaction Survey 2015 results. As a member of the ABBG, PSTA is compared to other transportation agencies of similar size throughout the country. The survey is conducted annually and includes 26 standardized questions and three additional questions specific to PSTA services.

The survey showed that PSTA achieved comparable to high scores all across the board compared to other agencies, excelling in Driver Helpfulness, Resolving Problems and Vehicle Cleanliness. While PSTA scores were slightly lower than last year, they were still well above average and in an acceptable range.

### **FUTURE MEETING SUBJECTS**

The committee was provided with a list of upcoming meeting subjects.

### **OTHER BUSINESS**

There was no other business.

### **ADJOURNMENT**

The meeting was adjourned at 5:20 PM. The next meeting will be held on November 17, 2015 at 4:00 PM.