

**Pinellas Suncoast Transit Authority** 



#### **VISION STATEMENT**

"Quick, affordable transportation from where you are to where you want to go."

#### **MISSION STATEMENT**

PSTA provides safe, affordable public transit to our community. We help guide land use decisions and support economic vitality to enhance our quality of life.

#### **GUIDING PRINCIPLES**

- Increase ridership.
- Expand public transit through educating, partnering and collaborating with our entire community.
- Provide good stewardship of public funding.
- Demonstrate environmental leadership.
- Conduct business and activities with transparency, integrity, and high ethical standards.
- Lead the public transit industry with innovative projects and operating practices.
- Integrate public transit with land use and economic development goals to enhance the community's livability.
- Focus on continuous customer service improvement.
- Provide a safe and secure public transit environment.
- Value the ideas and contributions of all PSTA employees.
- Foster a spirit of teamwork throughout the entire organization.
- Increase PSTA diversity by attracting, training and retaining employees who reflect our community.



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# **BOARD OF DIRECTORS**

Chairperson



Kenneth T. Welch Commissioner Pinellas County

Vice-Chairperson



**Bill Jonson**Councilmember
City of Clearwater

Secretary/Treasurer



Julie Ward Bujalski Commissioner City of Dunedin



Joseph Barkley Vice-Mayor City of Belleair Bluffs



Mark Deighton Commissioner Town of Redington Beach



Susan Latvala Commissioner Pinellas County



Michael Smith Commissioner City of Largo



Patricia F. Johnson Vice-Mayor City of Pinellas Park



Cliff Merz Vice-Mayor City of Safety Harbor



Wengay "Newt"
Newton
Councilmember
City of St. Petersburg



John Morroni Commissioner Pinellas County



Darden Rice Councilmember City of St. Petersburg



Brian Scott Citizen Pinellas County



Janet Long Commissioner Pinellas County



**Ben Diamond**Citizen
City of St. Petersburg



#### PINELLAS SUNCOAST TRANSIT AUTHORITY

#### **Board of Directors**

# **Officers**

Kenneth T. Welch, Chairperson Bill Jonson, Vice-Chairperson Julie Ward Bujalski, Secretary/Treasurer

Pinellas County	City of St. Petersburg	City of Belleair Bluffs	City of Clearwater	City of Dunedin
Susan Latvala Janet Long John Morroni Brian Scott Kenneth T. Welch	Ben Diamond Wengay "Newt" Newton Darden Rice	Joseph Barkley	Bill Jonson	Julie Ward Bujalski

<u>City of Largo</u>	<u>City of Pinellas Park</u>	Town of Redington Beach	City of Safety Harbor
Michael Smith	Patricia F. Johnson	Mark Deighton	Cliff Merz

# **Chief Executive Officer**

**Brad Miller** 

# **General Counsel**

**Bryant Miller Olive** 

### **Auditors**

Mayer Hoffman McCann, P.C., KRMT Tampa Bay Division



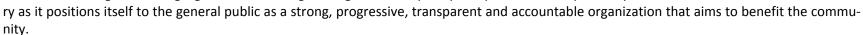
TO: PSTA Board of Directors

FROM: Brad Miller, Chief Executive Officer

DATE: September 3, 2014

**SUBJECT:** Transmittal of FY 2015 Proposed Budget

I am pleased to present the FY 2015 Proposed Budget and the 5 Year Capital Improvement Program that includes service expansion, customer amenities, investment in our employees and our fleet, thereby supporting the mission of PSTA and meeting our strategic goals while setting the organization up for perhaps the most important year in its histo-



**New Service** - PSTA is performing better than anticipated in the E&Y financial plan. Based on our fiscal stewardship we are able to provide new service such as the new Airport Express service (the 727) between downtown St. Petersburg and Tampa International Airport, and new 22<sup>nd</sup> Street South Service.

**Customer Enhancements** - For our customers all buses will be equipped with Wi-Fi and the Pinellas Park Transit Center will be open. Work will continue on development of Park N Ride projects and customer amenities will include shelters, passenger benches, and bike racks.

**Customer Service** – New comprehensive customer service training for our bus operators will be conducted.

**U-Pass Program Expansion** – The goal of the program is to increase public transit ridership and simplify the experience for our customers, whereby the customer can ride the system at no cost to them and the sponsoring organization pays PSTA directly.

**Safety** - Safety of our customers and employees is paramount. We are investing in additional safety training, improved monitoring of

cameras with new equipment, additional mechanics and an additional facility technician.

**Environmental Stewardship** - PSTA continues to "Go Green" with the development of a Sustainability Plan and the purchase of more hybrid buses.

**Investment in Our Employees** – In addition to increased training, the budget includes compensation adjustments including merit based compensation and merit bonuses.

Regional Fare Collection System Project Implementation — The Regional Working Group consisting of transit agencies and transit providers from Hillsborough, Pinellas, Pasco, Citrus and Hernando counties, as well as the Florida Department of Transportation have developed a regional approach to revenue collection that will modernize technology, allow interoperability within the respective systems for infrastructure and management support while providing seamless and common fare media for its passengers throughout the Tampa Bay region.





Description	FY 2014	FY 2015	<u>Cha</u>	inge
<u>Description</u>	<u>Adopted</u> <u>Budget</u>	<u>Proposed</u> <u>Budget</u>	<u>Amount</u>	<u>Percent</u>
Operating Budget	\$63,294,731	\$66,663,074	\$3,368,343	5.32%
Capital Improvements Budget	\$23,191,370	\$20,115,224	(\$3,076,146)	(13.26%)
Totals	\$86,486,101	\$86,778,298	\$292,197	0.34%

#### **FY 2015 PROPOSED OPERATING BUDGET SUMMARY**

The PSTA proposed operating budget for FY 2015 is increasing by \$3.4 million or 5.3% over FY 2014.

#### **FY 2015 PROPOSED REVENUE SUMMARY**

- Passenger Fares are budgeted to be 0.2% less than the projected FY 2014 year-end.
- Auxiliary revenue is budgeted to be 8.1% more than the projected FY 2014 year-end. This is due to an increase in anticipated revenue to be received, to affix and remove advertising wraps.



- Non-transportation revenue is budgeted to be 1.9% higher than the projected FY 2014 year-end. This is primarily due to a budgeted increase in Transportation Disadvantaged (TD) co-pays.
- Taxes are budgeted to be 6.7% higher than the projected FY 2014 year-end due to a projected increase in property tax values.
- Local Beach Trolley revenue is budgeted to be 4.8% higher than the projected FY 2014 year-end. This is mostly due to a 5% increase in Trolley revenue from the City of St. Pete Beach and Treasure Island.
- State Grant revenue is budgeted to be 6.0% higher than the projected FY 2014 year-end. This is mostly due to an increase in State Operating Assistance and an increase in Transportation Disadvantaged revenues.

#### **FY 2015 PROPOSED EXPENSE SUMMARY**

- Salaries (\$26.9 million projected year-end in FY 2014) are budgeted at \$28.9 million and include:
  - o A 1% increase for union employees.
  - o Step increases for union employees.
  - An Innovative performance-based bonus program for all union employees. Up to \$750 for strong performance by our unionized employees.
  - o A 3% merit based increase for administrative employees.
  - o New employees for PSTA services and other efficiency or improvement related positions.



- Fringe Benefits are budgeted to increase 13.2% over the FY 2014 projected year-end due to increased benefits costs related to new positions, an increase in health insurance premiums and an increase in required employer contributions to the Florida Retirement System (FRS).
- Services are budgeted to increase 16.3% over the FY 2014 projected year-end due to an increase in computer software services, security and a new customer service training initiative.
- Diesel Fuel is budgeted to increase 4.2% over the FY 2014 projected year-end due to an increase in diesel fuel prices. The proposed budget assumes and average price per gallon of \$3.07.
- Supplies are budgeted to increase 2.4% over the FY 2014 projected year-end due to an increase in the cost of unleaded fuel and tires.
- Insurance is budgeted to increase 342.4% over the FY 2014 projected year-end due to an exceptional year of insurance related recoveries in FY 2014. This trend is not anticipated to continue at such a high rate in FY 2015.
- Utilities are budgeted to increase 3.8% over the FY 2014 projected year-end due to rate increases.
- Purchased Transportation DART is budgeted to increase 6.0% over the FY 2014 projected year-end due to increased costs for services and increased ridership.
- Purchased Transportation Trolleys is budgeted to increase 6.0% over the FY 2014 projected year-end due to an
  increase in funding for the Jolley Trolley to cover a full year of the Safety Harbor Jolley Trolley route compared to
  eight months in FY 2014.
- Miscellaneous expenses are budgeted to increase 104.8% over the FY 2014 projected year-end due to costs associated with new service initiatives.



#### FY 2015 PROPOSED CAPITAL IMPROVEMENT BUDGET AND FIVE-YEAR CAPITAL IMPROVEMENT PROGRAM

• The FY 2015 Capital Budget is taken from PSTA's multi-year FY 2015 – FY 2019 Proposed Capital Improvement Program that accompanies the proposed operating and capital budget document and should be read in conjunction with it.

#### **BUDGET RECOMMENDATIONS**

• The proposed FY 2015 budget is balanced with no change in the PSTA millage rate of .7305 mills. The Budget for FY 2016 is also projected to be balanced with the same tax rate and service levels as FY 2015.



# PSTA Board Committee Assignment Roster & Other PSTA Related Committee Appointments as of February 26, 2014

	PSTA COMMITTEES						<b>O</b> 1	THER	сомі	MITTE	ES				
Pos.	Name	Representing	Appointment		Finance & Performance Management	Legislative	Executive	Personnel	Nominating	ACPT	MPO	TBARTA	MPO's LCB	MPO's School Safety	PSTA /HART Oversight
1	Ken Welch	Pinellas County	10/2007				XXX	XXX	Х	Χ	Υ				
2	Bill Jonson	Clearwater	4/2010	Χ	XXX		Χ	Х							
3	Susan Latvala	Pinellas County	6/2006							Χ				Υ	
4	Julie Bujalski	Dunedin	4/2008	XXX			Χ	Х		Υ	Х			Υ	
5	Mark Deighton	Beach Cities	10/2011	Χ	X									Х	Х
6	Wengay Newton	St. Petersburg	1/2012			Χ		Х	XXX						Х
7	Patricia Johnson	Pinellas Park	3/2012	Х		Х			Х				Х		Х
8	Darden Rice	St. Petersburg	1/2014			XXX									
9	Michael Smith	Largo	9/2012		Х				Х						
10	Brian Scott	County Non-Elect	10/2012		Х										
11	Joseph Barkley	South Cities	11/2012		Х										Х
12	Janet Long	Pinellas County	12/2012	Х					Х						
13	Cliff Merz	North Cities	1/2013					Х							Х
14	John Morroni	Pinellas County	1/2014			Χ									
15	Ben Diamond	S. Pete Non-Elect	2/2014			Χ									

X – Member Appointed by PSTA

XXX – Chair of Committee

Y – Member appointed by other Body



# **FY 2015 OPERATING BUDGET**



# **FY 2015 OPERATING BUDGET SUMMARY**

Proposed FY 2015 Budget					
Operating Revenues	\$13,879,840				
Non-Operating Revenues	\$50,588,244				
Total Revenues	\$64,468,084				
Total Expenses	\$66,663,074				
Surplus (Deficit)	(\$2,194,990)				
Transfer From Reserves	\$2,194,990				
Net Surplus (Deficit)	\$0				



# **FY 2015 OPERATING BUDGET OVERVIEW**

<u>Revenues</u>	Adopted FY 2014	<u>Projected</u> <u>FY 2014</u>	Proposed FY 2015	% Change FY 2014/FY 2015
Operating Revenues	\$14,187,870	\$13,904,510	\$13,879,840	-0.18%
Non-Operating Revenues	\$47,956,861	\$47,831,720	\$50,588,244	5.76%
Total Revenues	62,144,731	\$61,736,230	\$64,468,084	4.43%
Transfer (To) From Reserves	\$1,000,000	(\$1,618,974)	\$2,194,990	-235.58%
Total Revenues and Reserves	\$63,144,731	\$60,117,256	\$66,663,074	10.89%
Salaries	\$28,103,520	\$26,863,450	\$28,856,370	7.42%
Fringe Benefits	\$10,459,630	\$9,892,680	\$11,199,615	13.21%
Services	\$2,855,210	\$2,987,590	\$3,474,995	16.31%
Diesel Fuel	\$8,008,160	\$7,212,000	\$7,517,170	4.23%
Supplies	\$3,553,060	\$4,072,475	\$4,172,040	2.44%
Insurance	\$1,488,000	\$321,640	\$1,423,000	342.42%
Utilities	\$1,050,740	\$1,081,800	\$1,123,200	3.83%
Taxes & Licenses	\$862,730	\$862,730	\$848,840	-1.61%
Purchased Transportation - DART	\$4,703,000	\$4,646,650	\$4,923,900	5.97%
Purchased Transportation – TD	\$790,000	\$729,045	\$768,380	5.40%
Purchased Transportation – Trolleys	\$615,401	\$615,401	\$652,409	6.01%
Miscellaneous	\$655,280	\$831,795	\$1,703,155	104.76%
Total Expenses	\$63,144,731	\$60,117,256	\$66,663,074	10.89%



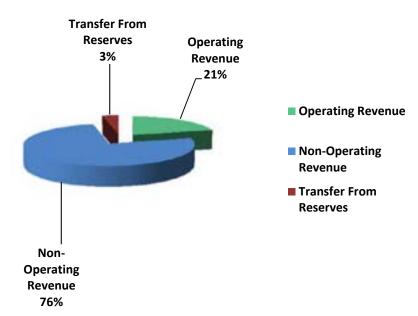
# FY 2015 OPERATING BUDGET OVERVIEW REVENUE AND RESERVES

<u>Revenues</u>	<u>Adopted</u> <u>FY 2014</u>	Projected FY 2014	Proposed FY 2015	% Change FY 2014/FY 2015
Passenger Fares	\$14,187,870	\$13,904,510	\$13,879,840	-0.18%
Auxiliary	\$383,560	\$247,600	\$267,600	8.08%
Non-Transportation	\$428,710	\$430,010	\$438,140	1.89%
Taxes	\$33,145,900	\$33,145,900	\$35,355,160	6.67%
Local Beach Trolley & Rt. 35	\$836,771	\$836,771	\$876,962	4.80%
State Reimbursement – Fuel Tax	\$613,160	\$612,640	\$657,320	7.29%
State Grants	\$6,979,459	\$7,043,359	\$7,466,477	6.01%
Federal Grants	\$5,489,301	\$5,435,440	\$5,446,585	0.21%
Federal Grants MPO Pass-Thru	\$80,000	\$80,000	\$80,000	0.00%
Total Revenues	\$62,144,731	\$61,736,230	\$64,468,084	4.43%
Transfer (To) From Reserves	\$1,000,000	(1,618,974)	\$2,194,990	-235.58%
Total Revenues and Reserves	\$63,144,731	\$60,117,256	\$66,663,074	10.89%



# FY 2015 OPERATING BUDGET OVERVIEW REVENUE AND RESERVES

# **FY 2015 Operating Revenues and Reserves**



## **Revenue Assumptions:**

- Passenger Fares are budgeted to be 0.2% less than the projected FY 2014 year-end.
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- State Grant revenue is budgeted to increase by 6.0%. This is mostly due to an increase in State Operating Assistance and an increase in Transportation Disadvantaged revenues.



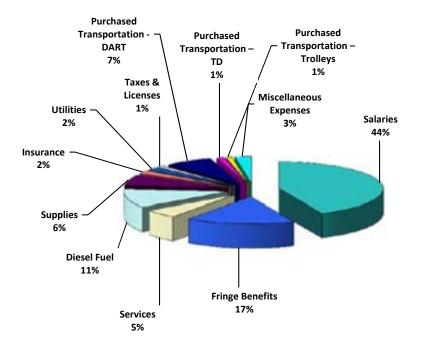
# FY 2015 OPERATING BUDGET OVERVIEW EXPENSES

<u>Expenses</u>	Adopted FY 2014	<u>Projected</u> <u>FY 2014</u>	<u>Proposed</u> <u>FY 2015</u>	% Change FY2014/FY2015
Salaries	\$28,103,520	\$26,863,450	\$28,856,370	7.42%
Fringe Benefits	\$10,459,630	\$9,892,680	\$11,199,615	13.21%
Services	\$2,855,210	\$2,987,590	\$3,474,995	16.31%
Diesel Fuel	\$8,008,160	\$7,212,000	\$7,517,170	4.23%
Supplies	\$3,553,060	\$4,072,475	\$4,172,040	2.44%
Insurance	\$1,488,000	\$321,640	\$1,423,000	342.42%
Utilities	\$1,050,740	\$1,081,800	\$1,123,200	3.83%
Taxes & Licenses	\$862,730	\$862,730	\$848,840	-1.61%
Purchased Transportation - DART	\$4,703,000	\$4,646,650	\$4,923,900	5.97%
Purchased Transportation – TD	\$790,000	\$729,045	\$768,380	5.40%
Purchased Transportation – Trolleys	\$615,401	\$615,401	\$652,409	6.01%
Miscellaneous	\$655,280	\$831,795	\$1,703,155	104.76%
<b>Total Operating Expenses</b>	\$63,144,731	\$60,117,256	\$66,663,074	10.89%



# FY 2015 OPERATING BUDGET OVERVIEW EXPENSES

### **FY 2015 Operating Expenses**



# **Expense Assumptions:**

- Salaries (\$26.9 million projected year-end in FY 2014) are budgeted at \$28.9 million and include:
  - o A 1% increase for union employees.
  - Step increases for union employees.
  - o An innovative performance-based bonus program for union employees (up to \$750 per employee).
  - A 3% merit based increase for administrative employees.
  - o New employees for PSTA services and other efficiency or improvement related positions.
- Fringe Benefits are budgeted to increase 13.2% over the FY 2014 projected year-end due to new positions, an increase in health insurance premiums and an increase in FRS rates.
- Services are budgeted to increase 16.3% over the FY 2014 projected year-end due to an increase in computer software services, security and new customer service training.
- Diesel Fuel is budgeted to increase 4.2% over the FY 2014 projected year-end due to an increase in fuel prices.
- Utilities are budgeted to increase 3.8% over the FY 2014 projected year-end due to rate increases.
- Purchased Transportation DART is budgeted to increase 6.0% over the FY 2014 projected year-end due to increased costs for services and increased ridership.



## **PSTA ORGANIZATIONAL OVERVIEW**

#### **Profile of the Authority**

The Pinellas Suncoast Transit Authority was created in 1984 via a merger of the St. Petersburg Municipal Transit System and the Central Pinellas Transit Authority to provide Pinellas County with a cohesive public transit system. A fleet of 186 buses and 16 trolleys serve 30 fixed routes, 3 commuter routes and 2 trolley routes throughout Pinellas County. In addition, the Route 100X provides express service between St. Petersburg and downtown Tampa 13 times a day, the Route 300X provides express service between Largo and downtown Tampa 10 times a day, and 3 new North County Connector routes were recently added.

Pinellas County is 280 square miles with approximately 916,542 residents (2010 Census). Pinellas County is located along the west coast of Florida and includes a corridor of smaller beach communities along the Gulf of Mexico. Pinellas County is the second smallest county in the state of Florida; however, it is the most densely populated county in the state and is nearly three times more densely populated than the next closest county.

The Authority serves most of the unincorporated area and 19 of the County's 24 municipalities. This accounts for 98% of the county's population and 97% of its land area. The cities of St. Pete Beach, Treasure Island, Kenneth City, Belleair Beach, and Belleair Shore are not members of the Authority; however, St. Pete Beach and Treasure Island do contract for trolley service.

During fiscal year 2013, Authority vehicles traveled a total of 8.6 million revenue miles, providing approximately 606,000 hours of service, and 14.5 million passenger trips.

#### Officials

The Authority is governed by a board of directors comprised of thirteen elected officials, and two non-elected officials, one of which is appointed by the Pinellas County Board of Commissioners and the other by the St. Petersburg City Council. Operating expenses are covered through state and federal funds, passenger fares, and ad valorem taxes.



# **PSTA ORGANIZATIONAL OVERVIEW**

#### **Services and Service Delivery**

The Authority provides virtually all public transportation services in this area. These services include fixed route, demand response, and specialized services. The Authority maintains over 5,115 bus stops, 708 shelters, 14 transfer hubs, 3 customer service centers, and a fleet of 202 fixed route vehicles. For 2013, the total passenger trips were 14.5 million.

The Authority offers a host of programs and services to make using public transit an easy and attractive alternative to driving. Printable route schedules and maps are available on www.psta.net, making bus information more accessible than ever. The website also offers details regarding how to ride, fares and reduced fare programs, Bikes on Buses, employment opportunities, and much more. These materials are also all available by mail. Trip planning assistance is available by calling the Customer Service Info Line, visiting a Customer Service Center, or through the online trip planner. The Authority strives to assist companies with special corporate needs and employee transportation problems. The Employer's Choice Program allows companies to offer their employees a transit benefit that can be deducted as a business expense. Passengers enjoy the convenience of loading a bicycle onto special racks on the front of every bus and trolley. A special slide presentation is available on the Authority's website to teach riders how to use the rack. Organizations interested in the role of public transportation in Pinellas County are invited to call and request a speaker for meetings and/or events. First-time riders can use the "Show Me" Program to get schedules, route maps, fare information, and more brought right to their door by an Authority representative who will train them in the basics of transit and take them on the first bus trip. Three convenient Park-N-Ride lots (one not being used now) are provided for intermodal connections to local and commuter express bus routes. PSTA has entered into an agreement with the City of St. Petersburg and St. Petersburg Trolley to provide circulator service in downtown St. Petersburg. PSTA has also entered into an agreement with Jolley Trolley, Inc. to provide circulator service from Clearwater Beach to downtown Clearwater and north to Tarpon Springs.

Persons with Disabilities who are unable to use regular bus service may be eligible for an ADA Paratransit specialized service or Demand Response Transportation (DART). Since DART offers vehicles that are equipped with wheelchair lifts they are accessible to passengers in wheelchairs, scooters, and electric carts. DART service is a complement to the Authority's fixed routes with service available to certified customers during the same days and hours as the fixed route bus service at a fare of not more than twice the regular bus fare.



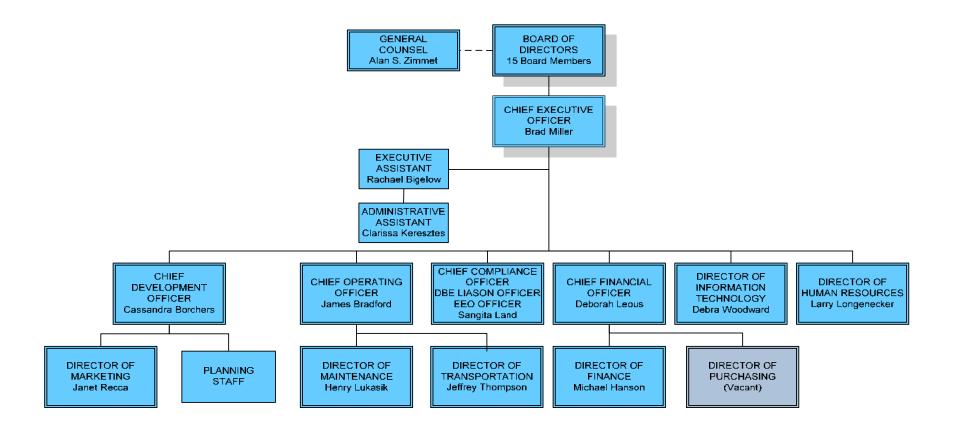
# **PSTA ORGANIZATIONAL OVERVIEW**

### **Management**

The Chief Executive Officer is responsible for the Authority's daily operations and directly supervises the core personnel who lead the organization: Finance, Planning, Bus Operations, Maintenance, Administration, and Marketing. Additionally, there are divisions that support these functions.



# **PSTA ORGANIZATION**

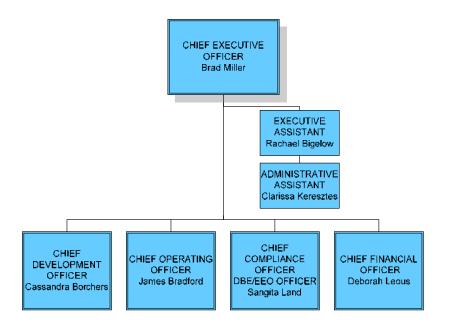




# **CHIEF EXECUTIVE OFFICE**



# CHIEF EXECUTIVE OFFICE ORGANIZATION & OVERVIEW



#### CHIEF EXECUTIVE OFFICE

The Executive Office of PSTA works with the PSTA Board of Directors to build organizational capacity and ensure long-term organizational success. This is accomplished through:

- The development of financial resources.
- Relationships with community leaders.
- Cultivation of leadership capacity through all levels of the organization.
- Design and execution of accountability structures, and
- Communication of our vision and accomplishments to a broad audience throughout Pinellas County and the Tampa Bay Region.

PSTA's Chief Executive Officer (CEO) leads a senior management team in carrying out all the duties of the Authority. The focus of the CEO is to develop a growing, sustainable public transit system by developing services and facilities that customers want and need, prioritize customer



# CHIEF EXECUTIVE OFFICE OVERVIEW

satisfaction and to encourage the support development of our more than 500 employees. All these efforts must only be accomplished while ensuring financial accountability and stewardship of the system.

### **Current Key Initiatives:**

- Greenlight Pinellas Outreach Process Overseeing an innovative public outreach process so Pinellas residents have an opportunity for public input before the 2014 vote.
- November 2014 Referendum Ensure PSTA is recognized as a successful, accountable organization regarding this voter initiative.
- Improved Financial Planning PSTA is developing more refined financial planning tools towards the goal of improved financial management and planning.

- Update and Monitor the Multi-Year Operating and Capital Budget development process that is tied to quantitative performance measures.
- **Strengthening PSTA Board** committee responsibilities to improve Board communication and efficiency.
- Promote PSTA's Federal and State legislative agenda.

### **Recent Key Accomplishments:**

- Adoption of Four-Year Balanced Budget to Provide Time to Identify Sustainable Funding Source.
- Completing Major Comprehensive Bus, Land Use, and Strategic Messaging/Outreach plans associated with Greenlight Pinellas.
- Successful implementation of high-involvement Board committee process improving Board Meetings.



# **CHIEF EXECUTIVE OFFICE BUDGET**

Expense Item	Adopted FY 2014	Projected FY 2014	Proposed FY 2015	<u>% Change</u> FY2014/FY2015
Salaries	\$355,820	\$357,490	\$368,720	3.14%
Fringe Benefits	\$106,019	\$109,520	\$112,536	2.75%
Services	\$1,000	\$0	\$15,000	N/A
Supplies	\$2,000	\$2,000	\$2,500	25.00%
Miscellaneous	\$16,050	\$18,090	\$19,090	5.53%
Total Operating Expenses	\$480,889	\$487,100	\$517,846	6.31%

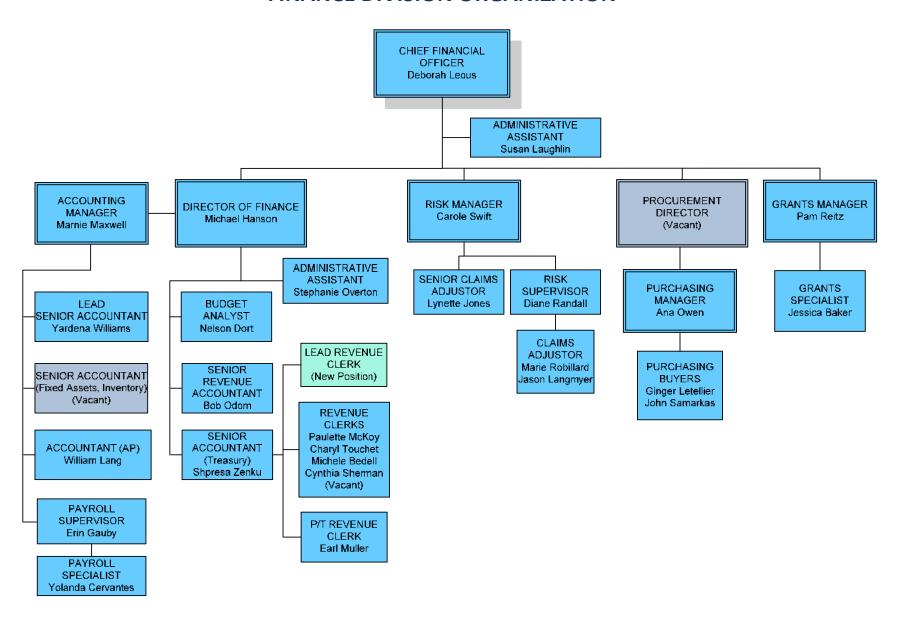
- Salaries and Fringe Benefits expenses increased due to salary increases, an increase in health insurance premiums and an increase in FRS contribution rates.
- Services expense increased due to videography expense moving from the Marketing Division to the Chief Executive Office Division.
- Supplies increased due to an increase in office supply expenses.
- Miscellaneous expense increased due to an increase in travel expenses.



# **FINANCE DIVISION**



# FINANCE DIVISION ORGANIZATION





# FINANCE DIVISION OVERVIEW

#### FINANCE DIVISION

- The Finance Division reports to the Chief Financial Officer. The Chief Financial Officer is responsible for the strategic financial plan of PSTA and the Division serves as the chief administrator and advisor on all financial matters, and is the primary source of financial information for the management of the Authority. The five departments in the Finance Division are Financial Planning and Analysis, Accounting, Purchasing, Risk Management, , and Grants Administration. In addition, the Finance Division is responsible for PSTA's records management in accordance with Federal, State, and Local retention requirements.
- The Financial Planning and Analysis and Accounting Departments are responsible for the financial books and records of the Authority. Responsibilities include preparation of the Authority's annual budget and monitoring of expenditures against the adopted budget; preparation of long-range financial reports for budget planning; and preparation of all financial reports including the audited Pinellas Suncoast Transit Authority's Com-prehensive Annual Financial Report. The Financial Planning and Analysis Department also administers the treasury management function, including security of all revenue received, management of accounts receivable, management of fare media, placement and management of all investments, reconciliation of all bank and investment accounts, and

- supervision of the money center, as well as preparation of projected cash flows.
- The Purchasing Department is responsible for supporting the operations and capital improvements of PSTA by procuring materials, parts, supplies, equipment, fuel, utilities and services in accordance with PSTA Procurement Policies and Procedures. The department maintains all official contract files, bidders' lists, vendor files, vendor directories and contract lists.
- The Risk Management Department coordinates and monitors the claims function for general liability, vehicle liability and property insurance programs. This department works with a third party administrator for the workers compensation program from notice of injury, medical treatment, light duty potential and scheduling through the conclusion of claims. This department is responsible for developing accident prevention and loss control methods and procedures. The Risk Management Department ensures that subrogation opportunities are fully developed and the recovery funds from PSTA's insurers has been received to reduce our liabilities with our self-insured program. The Digital Video Recorder (DVR) Program, which includes cameras on the buses, is the primary responsibility of Risk Management. It is used to reduce general vehicle liability claims.



## FINANCE DIVISION OVERVIEW

 The Grants Department has the primary responsibility for preparation of the five-year capital plan; applying for grants at the Federal, State and Local level; timely preparation of grant drawdowns, monitoring and reporting on all grant related activities; and for grant compliance with State and Federal Authorities.

# Key Initiatives:

- Timely development and completion of the annual and five year operating and capital budgets.
- Implement, monitor and analyze adopted budgets throughout the fiscal year.
- Provide the PSTA Board, Chief Executive Officer, and Directors with accurate and timely financial and budget performance data, special reports on fiscal issues and assist in recommending appropriate action.
- Ensure that PSTA's financial system, policies and procedures produce financial information that is accurate, reliable and user friendly.
- Process and account for all financial transactions through reconciliation of the general ledger accounts and assure such transactions

- are in accordance with Generally Accepted Accounting Principles.
- Prepare interim annual and comprehensive financial statements for PSTA, Federal, State and Local governmental and other funding agencies as required.
- Ensure that Risk Management maintains continuous protection of PSTA assets through self-insurance or risk transfer via insurance policies.
   Emphasize more loss control and coordinate with corporate safety to decrease the frequency and severity of losses, and control and direct the Worker's Compensation Third Party Administrator, as well as the internal claim process.
- Ensure the PSTA Procurement Department is fostering full and open competition in the business community, promoting integrity, public confidence and accountability of PSTA procurement and contracting system.
- Assist DBE's, MBE's, WBE's and other small businesses to maximize opportunities in their participation in PSTA procurements.



# **FINANCE DIVISION OVERVIEW**

- Submit grant applications, assure project management compliance with grantor rules, regulations and grant closeout requirements, and timely drawdown of funds.
- Review internal controls, policies and procedures, over-all revenue and fare media and make recommendations for improvements.

#### **Recent Key Accomplishments:**

- Reduced the time to close the general ledger on a monthly basis, so that the information is provided to management within one month.
- Produced PSTA's first Comprehensive Annual Financial Report
- FY 13 Audit had no findings.
- Implemented new budget software.
- Accounts payable internal audits have produced refunds on overbilling and returns of utility deposits.
- Completed construction of new Revenue Room addition.

- Successful completion and FTA acceptance of PSTA's National Transit Database FY 2013 report.
- Participation in Regional Fare Collection initiative.
- Participation in American Bus Benchmarking Group.



# **FINANCE DIVISION BUDGET**

Expense Item	Adopted FY 2014	Projected FY 2014		
Salaries	\$1,555,450	\$1,453,200	\$1,644,640	13.17%
Fringe Benefits	\$521,017	\$445,300	\$547,513	22.95%
Services	\$125,250	\$192,550	\$142,250	-26.12%
Supplies	\$17,200	\$12,000	\$12,100	0.83%
Miscellaneous	\$103,480	\$94,940	\$96,705	1.86%
Total Operating Expenses	\$2,322,397	\$2,197,990	\$2,443,208	11.16%

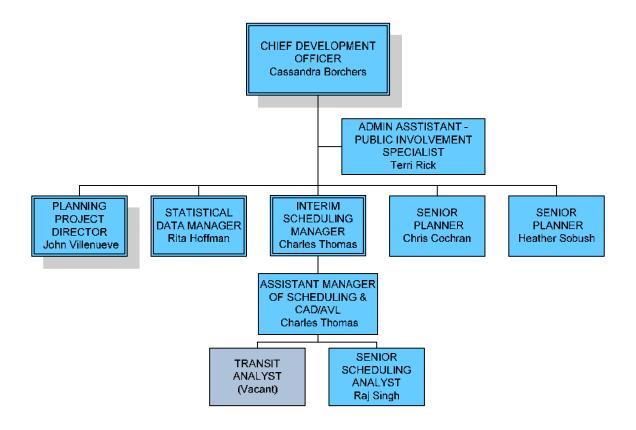
- Salaries and Fringe Benefits expenses increased due to salary increases, an increase in health insurance premiums and an increase in FRS contribution rates.
- Services expense decreased due to reduction in temporary help expenses.
- Supplies expense increased due to an increase in office supply expenses.



# **PLANNING DIVISION**



# PLANNING DIVISION ORGANIZATION





# **PLANNING DIVISION OVERVIEW**

#### **PLANNING DIVISION**

The Planning Division leads the development of strategic initiatives and key research projects leading to the operation of the new services, the implementation of new equipment or the development of capital facilities by leading feasibility studies, public engagement program development, partner coordination, and capital development plans. Staff members in this division are responsible for the development of vision plans such as the Greenlight Pinellas Plan and technical associated documents. The Planning Division will work with all divisions of PSTA and various project stakeholders in the development of the PSTA Transit Vision. This will be accomplished through:

- Close coordination with the partner agencies on the integration of Greenlight Pinellas Plan into all county and regional plans.
- Management of corridor studies, environmental analyses, and engineering to advance implementation of rapid bus services in the Greenlight Core Network.
- Continued ongoing collaboration with partners such as FDOT, HART, Pinellas County, and TBARTA. In addition to spearheading the PSTA Vision Plan, the Planning Division prepares and develops key plans for the agency such as the Annual Transit Development Plan and Progress Reports, Sustainability Plan, Title VI Triennial Report (FTA), and extensive participation in the FY 15 Triennial Review. In addition, staff assists in the develop-

ment of the transit element in the Long Range Transportation Plan (LRTP) and Transportation Improvement Program with the MPO. The Division is also the primary liaison to the cities and county on planning and visioning issues and new development proposals.

The Scheduling Division creates and administers the Operations work schedules, route maps and schedules, as well as schedules and monitors route schedule on time performance (OTP). This division also manages PSTA's bus stop amenity database and manages many aspects of the Real Time Passenger Information System.

The Statistical Data Department is responsible for collecting, recording, and reporting revenue and ridership information. In addition, statistical reports and surveys required by Federal, State and local agencies, and daily reports used by administration for management and control are completed by this department.

Staff will continue to provide technical support and represent PSTA at a multitude of ongoing functions and committees including the Advisory Committee for Pinellas Transportation (ACPT), Transit Riders Advisory Committee (TRAC), MPO Technical Coordinating Committee (TCC), and TBARTA Transit Management Committee (TMC).

# **Key Initiatives:**

 Continue open dialogue with the public regarding the Greenlight Pinellas Plan.



- Develop Performance Measures to evaluate existing and new services through the Greenlight Pinellas Plan.
- Create implementation Plan for Regional Fare Collection Project and related technology throughout the PSTA system including regional coordination.
- Review and revise the PSTA fare policy to coordinate with Regional Fare Collection Project and add key partnership initiatives such as UPASS.
- Spearhead the PSTA Sustainability Plan.
- Participate and provide guidance to a variety of FDOT and MPO led projects such as the U.S. 19 Pilot Project, BRT in Express Lanes, pedestrian studies
- Ensure the integration of premium transit amenities/facilities/services in roadway projects such as ITS, shoulder running
- Advance development of the City of Clearwater Intermodal Facility including coordination with city staff.
- Adjusting Schedules on routes with overcrowding of customers to handle loads.
- Participation in the Regional Fare Collection Initiative.
- Participation in American Bus Benchmarking Group.

# **Recent Key Accomplishments:**

Led the completion of the Greenlight Pinellas Plan and associated technical documents including the Community Bus Plan and Financial Feasibility Plan.

- buses, BRT features like bypass lanes and premium stops/stations, and maximizing future opportunities for rail.
- Represent PSTA with key public leaders in the civic and business community.
- Coordinate ongoing projects and service delivery efforts with other transit providers such as HART and PCPT.
- Facilitate coordination and information sharing among agency partners with creation of communication channels such as the Pinellas County eGIS Users Group.
- Support Central Avenue BRT corridor enhancement project and other Amenity Program applications.
- Development of ongoing capital projects; including Park-N-Ride lots in St. Petersburg, Ulmerton Road, and Pasco County.
- Draft grant applications and manage requests for Service Development and Urban Corridor funding with FDOT.
- Coordinated funding and development of Regional Farebox Project with FDOT, HART, and TBARTA, including negotiation of MOUs for joint funding.
- Provided Project Management for the Pinellas Park Transfer Center, Largo Commons Transit Facility, the IT HVAC system, the PSTA HVAC system project, and the Bus Shelter design and Bus ADA landing pads procurements.
- Improved coordination and collaboration with the Marketing Division on Public Engagement initiatives.



# **PLANNING DIVISION BUDGET**

Expense Item	Adopted FY 2014	<u>Projected</u> <u>FY 2014</u>	<u>Proposed</u> <u>FY 2015</u>	% Change FY 2014/FY 2015
Salaries	\$356,914	\$316,310	\$675,580	113.58%
Fringe Benefits	\$101,373	\$91,900	\$199,380	116.95%
Services	\$0	\$68,000	\$22,000	-67.65%
Supplies	\$750	\$2,250	\$3,250	44.44%
Miscellaneous	\$16,600	\$13,600	\$24,000	76.47%
Total Operating Expenses	\$475,637	\$492,060	\$924,210	87.82%

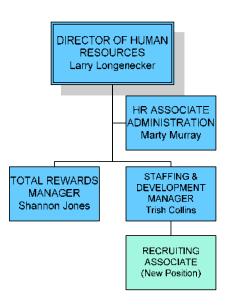
- Salaries and Fringe Benefits expenses increased due to salary increases, an increase in health insurance premiums and an increase in FRS contribution rates.
- Services expense decreased due to a reduction in temporary help expenses.
- Supplies expense increased due to an increase in printing supply expenses.
- Miscellaneous expense increased due to an increase in dues, subscriptions, travel and training.



# **HUMAN RESOURCES DIVISION**



# **HUMAN RESOURCES DIVISION ORGANIZATION & OVERVIEW**



#### **HUMAN RESOURCES DIVISION**

The Human Resource Division is responsible for the workforce planning of the Authority by aligning the workforce (human capital) needs with the strategic goals of the Authority. This is accomplished through the following:

- Responsible for recruiting, selection, and retaining of qualified employees.
- Conduct workforce analysis to ensure efficient use of Authority staff.
- Ensure a balanced and fair opportunity, without discrimination, for any employment consideration (EEO Program).
- Maintain an equitable employee compensation program.
- Design and implement a competitive, cost-effective, and comprehensive benefits program to promote wellness.
- Administer a retirement program thru the State of Florida (FRS); including a deferred compensation 457 plan (IRS codes).
- Coordinates labor relations and contracts with both unions: SEIU and TBATWU.
- Provide an effective Employee Assistance Program (EAP) to promote mental, physical and emotional well-being.



# **HUMAN RESOURCES DIVISION OVERVIEW**

The Human Resources Division is also responsible for the development, over-sight and reporting systems for the following programs:

- Manages the Drug & Alcohol Program in compliance with the U.S. Department of Transportation and the Federal Transit Administration regulations and standards.
- Promotes a Drug-Free Workplace for all employees, and maintains an on-going drug-free awareness program.
- Coordinates the Drug and Alcohol Testing program (as required by FTA) for all safety-sensitive employees; and directs the required Department of Transportation (DOT) physical testing of safety-sensitive employees.
- Maintains compliance with the Family and Medical Leave Act (FMLA) laws and regulations.
- Provides staffing and HR survey reports, maintains and updates a Company-wide emergency contact system, processes all I-9's with E-Verify on-line.
- Upholds and promotes PSTA Affirmative Action and Equal Employment Opportunity policies and practices.

# **Current Key Initiatives:**

- Clarifying and updating FMLA tracking system.
- The implementation of a benefits software system, BenTek, which will streamline the enrollment administration and reconciliation process for all lines of insurance coverage.
- Continue to work with our Insurance Brokers, the Gehring Group, to ensure that all plans remain in compliance with the Affordable Healthcare Act.

- Developing a comprehensive training plan by job category to ensure employees universally receive necessary job skill and compliance training.
- Improving the current performance review process to clearly communicate performance feedback and identify areas for development.
- Reviewing the actuarial data for the market analysis of healthcare and compensation costs.
- Selecting Talent management system to improve division efficiency and track recruiting metrics.

# **Recent Key Accomplishments:**

- Refined our recruitment process to increase customer service and decrease our time to fill vacant positions.
- Instituted monthly new-hire "on-boarding" events to better utilize time and resources. Created "pre-hire" information packets for new employees to acquaint them with PSTA and build engagement prior to start date.
- Created Passport to Wellness program to boost employee participation in wellness initiatives and decrease medical claims ratio.
- Introduced wellness programs that focus on topics such as biometric awareness, weight loss, stress management, fitness, and sleep apnea.
- Continued our outreach programs with USF CUTR (Center for Urban Transportation Research), St. Petersburg College (Intern programs), Pinellas County Urban League (Diversity Program), and WorkNet Pinellas (Veterans and on-the-job training (OJT) reimbursement program



# **HUMAN RESOURCES DIVISION BUDGET**

Expense Item	Adopted FY 2014	Projected FY 2014	Proposed FY 2015	<u>% Change</u> FY 2014/FY 2015
Salaries	\$192,470	\$190,690	\$249,280	30.73%
Fringe Benefits	\$68,641	\$67,560	\$97,847	44.83%
Services	\$172,400	\$184,530	\$330,420	79.06%
Supplies	\$800	\$800	\$1,300	62.50%
Miscellaneous	\$66,600	\$73,760	\$78,070	5.84%
Total Operating Expenses	\$500,911	\$517,340	\$756,917	46.31%

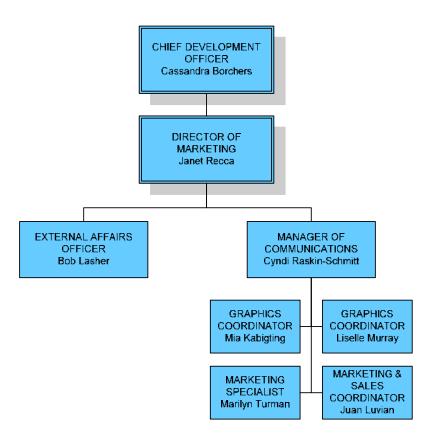
- Salaries and Fringe Benefits expenses increased due to a new Staffing Associate position, salary increases, an increase in health insurance premiums and an increase in FRS contribution rates.
- Services expense increased due to an increase in training related to a new customer service training initiative.
- Supplies expense increased due to an increase in office supply expenses.
- Miscellaneous expense increased due to an increase in travel, medical exams, new employee investigations, drug testing and employee functions expenses.



# **MARKETING DIVISION**



# MARKETING DIVISION ORGANIZATION





# MARKETING DIVISION OVERVIEW

#### MARKETING DIVISION

The Marketing Division is responsible for the development and implementation of major marketing programs to stimulate use of PSTA services, increase ridership and develop goodwill within the Pinellas County community among government, business, and community leaders, and PSTA employees.

The Marketing Division oversees such programs as:

- Development, distribution and sale of PSTA GO Cards from more than 100 sales outlets located throughout Pinellas County and via the online ticket store.
- Distribution of schedules and system maps through approximately 300 locations in the county as well as in Tampa.
- The development and implementation of advertising, public relations and marketing activities.
- PSTA's web site and social media including Facebook, Twitter and the Ride PSTA blog.
- Graphic development and production of timetables, interior and exterior bus posters and various promotional brochures.
- Sale of the revenue generating bus and trolley advertisements.

# **Current Key Initiatives:**

- Working as a team with various other PSTA departments, developing a Customer Service Initiative to improve the experience for both internal and external customers.
- Implementing the second phase of the PSTA CARES safety and security program, this has a multi-faceted media campaign funded by the Department of Homeland Security.
- Redesigning PSTA bus shelters to look more like art-inpublic places, thereby moving improving PSTA's branding and imagine in the community.
- Continued PSTA's educational effort Greenlight Pinellas expanding upon the activities. Staff gave over 400 presentations and manned booths and exhibits to touch over 100,000 people with this important public transit message.

# **Recent Accomplishments:**

 Hosted the FTA annual three-day conference at the Clearwater Beach Hilton. Several staff members were key presenters at the various breakout groups. Over 300 people attended the conference including vendors and employees from other transit properties.



# MARKETING DIVISION BUDGET

Expense Item	Adopted FY 2014	Projected FY 2014	<u>Proposed</u> <u>FY 2015</u>	% Change FY 2014/FY 2015		
Salaries	\$1,115,720	\$1,020,140	\$409,470	-59.86%		
Fringe Benefits	\$438,101	\$374,540	\$137,381	-63.32%		
Services	\$116,260	\$80,000	\$105,800	32.25%		
Supplies	\$185,000	\$130,000	\$180,000	38.46%		
Miscellaneous	\$301,500	\$301,500 \$467,500 \$213,100		\$467,500 \$213,100		-54.42%
Total Operating Expenses	\$2,156,581	\$2,072,180	\$1,045,751	-49.53%		

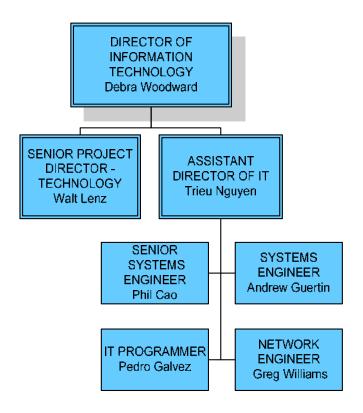
- Salaries and Fringe Benefits expenses increased due to salary increases, an increase in health insurance premiums and an increase in FRS contribution rates.
- Services expense increased due to an increase in advertising fees for affixing and removing wraps and an increase in temporary help expenses.
- Supplies expense increased due to an increase in schedules and system maps supplies, tickets and passes supplies and an increase in special marketing supplies.
- Miscellaneous expense decreased due to a reduction in Advertising and Promotion Media expenses.



# INFORMATION TECHNOLOGY DIVISION



# INFORMATION TECHNOLOGY DIVISION ORGANIZATION & OVERVIEW



#### INFORMATION TECHNOLOGY DIVISION

The Information Technology (IT) Division leads, researches, purchases, and manages all Authority technology through recommendations and participation of the divisions'. Technology decisions are reviewed and approved based on the strategic direction of the Authority leadership and guiding principles. The IT Division has developed partnerships with other agencies in the sharing of technology knowledge to develop and facilitate technology programs and projects. The division is responsible to manage cost effective solutions to meet the needs of the Authority in the implementation of new applications and systems and to provide the ongoing support of those systems. The division is responsible for the phone system, all software systems, workstations, fax machines, projection systems, database management, server environment, data protection and security, website assistance, WIFI system, security camera and badge system, cell phone plans, printers, and Boardroom technology. The division also manages all telephony contracts and agreements. The telephony costs are annually budgeted and managed by the division.

# This is accomplished through:

Researching innovative and tested technology opportunities.



# INFORMATION TECHNOLOGY DIVISION OVERVIEW

- Relationships and partnerships with other agencies including USF/CUTR.
- Participation in the ITS County Committee and other organizations.
- Working closely with all levels of the organization.
- Listening and working with project shareholders.
- Participation in the annual Program of Projects and budget process.
- Participation in the Authority's Long Range Transit Plan.

The Information Technology Division's Director is responsible for the development and managing of the Authority's technology direction and Information Technology assets. The Director leads the staff of six in researching, developing, and managing the technology for the current environment, and to move the Authority into the next generation of technology. This also includes the security and protection of the network data/voice, system software upgrades and fixes, voice and video recordings, and backup and disaster recovery systems.

# **Current Key Initiatives:**

Continued Window Server Upgrade to 2008R2.

- Installing and configuring an upgraded data backup solution.
- Upgrade Virtual environment to 5.5.
- Maintenance and Transportation training database.
- Online employment application.
- Installation and testing of WIFI on the bus system.
- · Regional Fare Collection system.
- Upgrade of the phone system firmware to 2.x.
- Review of Telephony services.
- Re-design and upgrade the Auditorium and Board Room audio/video systems.

# **Recent Key Accomplishments:**

- Phase 2 of the set-up of virtualized servers.
- Upgraded and rebuilt print server environment.
- Real Time Bus Information system hardware and software.
- Implemented new network firewall appliance and anti-virus upgrade



# INFORMATION TECHNOLOGY DIVISION OVERVIEW

- Implementation and support of a Point of Sales system for the terminals.
- Fleet-Net business software implementation of new modules to support Finance, HR, and Maintenance Divisions.
- Completed the IT Coordination to finalize the Concrete and Facility Security Camera installations and testing.
- Completed the data replications to the Disaster Recovery site at Ridgecrest, Pinellas County Facility.



# INFORMATION TECHNOLOGY DIVISION BUDGET

Expense Item	Adopted FY 2014	Projected FY 2014	<u>Proposed</u> <u>FY 2015</u>	<u>% Change</u> FY 2014/FY 2015	
Salaries	\$480,940	\$471,130	\$503,730	6.92%	
Fringe Benefits	\$140,481	\$122,870	\$151,199	23.06%	
Services	\$375,500	\$405,500	\$650,100	60.32%	
Supplies	\$31,370	\$40,225	\$61,350	52.52%	
Utilities	\$329,000	\$325,000	\$337,000	3.69%	
Miscellaneous	\$5,650	\$2,465	\$19,550	693.10%	
Total Operating Expenses	\$1,362,941	\$1,367,190	\$1,722,929	26.02%	

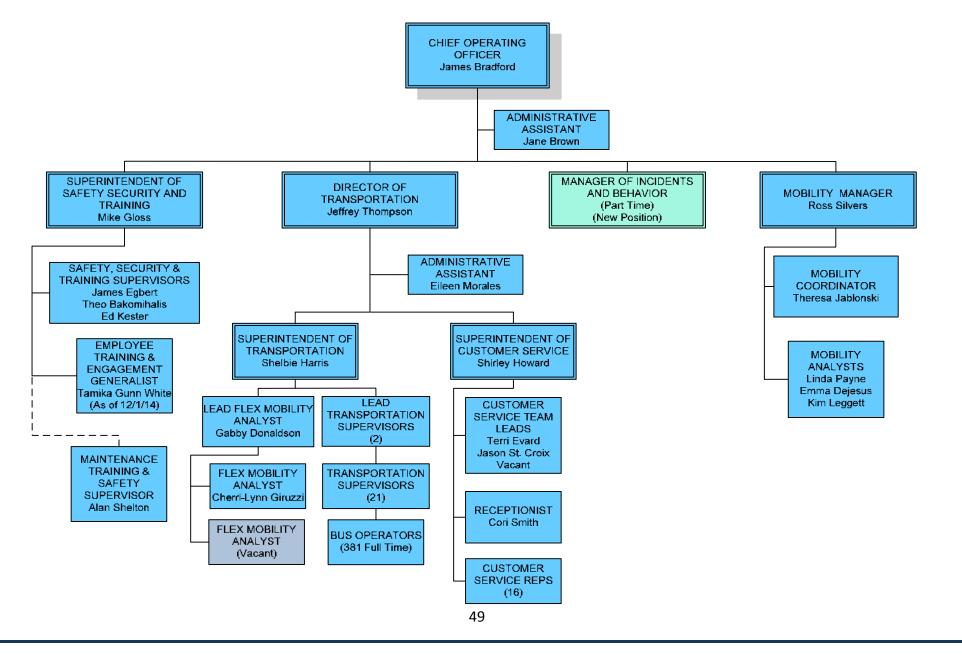
- Salaries and Fringe Benefits expenses increased due to salary increases, an increase in health insurance premiums and an increase in FRS contribution rates.
- Services expense increased due to an increase in computer hardware and software services.
- Supplies expense increased due to an increase in computer and office supply expenses.
- Miscellaneous expense increased due to an increase in travel and training expenses.



# TRANSPORTATION DIVISION



# TRANSPORTATION DIVISION ORGANIZATION





# TRANSPORTATION DIVISION OVERVIEW

#### TRANSPORTATION DIVISION

The Transportation Division is made up of four divisions: Operations, Customer Service, Mobility (i.e., DART/Transportation Disadvantaged), and Safety, Security and Training. The Community Transportation Coordinator (CTC) functions for Pinellas County are also managed in this division.

The Operations Division is responsible for the operation of 40 routes (including three new Flex routes). This division manages the dispatch, fleet communication, daily scheduling and street supervision functions.

The Safety, Security and Training Division performs all new hire, refresher, defensive driving and ADA/Sensitivity Training, accident investigation, the development of Safety and Security initiatives and DART Contractors' driver compliance.

The Mobility Division manages the DART (ADA complimentary Paratransit) service for those unable to access the bus system, the Transportation Disadvantaged (TD) program for low-income residents lacking their own transportation, and serving as the Community Transportation Coordinator (CTC) for Pinellas County. DART and TD Division administers these programs. Staff is responsible for ensuring that both programs are compliant with applicable laws and requirements when determining passenger eligibility, monitoring staff and contractors' provision of the services, and accurate billing and reporting.

PSTA's Info-Line, which answers more than 408,000 telephone calls per year providing information about routes, schedule times and

fares, as do the Customer Service Representatives who operate PSTA's three terminals seven days a week.

## **Current Key Initiatives:**

- Increasing Connector Route Notoriety in Northern Pinellas County.
- Implementing Service at the New Shoppes of Park Place Facility.
- Transitioning From Frontage Road & US 19 to New Largo Commons Transfer Station.
- Designing and Implementing the New Route-Match Software for DART/TD/Connector Trips As Well As Overall Paratransit Management.
- Continuing CTC Site Visits and Contract Renewals with Twenty Human Service Agencies' Transportation Services, as well as Annual Update of TD Service Plan and Responsibilities.
- Upgrading Camera System at Terminals including the Ulmerton Road Park-N-Ride.



# TRANSPORTATION DIVISION OVERVIEW

Promoting Greenlight Pinellas through excellent Customer service.

# **Recent Accomplishments:**

- Recorded record ridership each month.
- Successful Launch of the North County Connector Services, which has seen monthly increases in both boardings, and requested deviation since inception.
- Continued success and further implementation of the realtime passenger information project.
- Won the TSA "Gold Standard Security" award.
- Continued upgrades to the bus security camera surveillance system.
- Aligned DART and TD Paratransit service rules.
- Executed the DART/TD Paratransit service provider procurement.
- Collaborated with United Way and Big Brothers, Big Sisters for local fundraising and awareness public outreach.



# TRANSPORTATION DIVISION BUDGET

Expense Item	Adopted FY 2014	Projected FY 2014	Proposed FY 2015	<u>% Change</u> FY 2014/FY 2015	
Salaries	\$19,930,340	\$19,309,560	\$20,756,890	7.50%	
Fringe Benefits	\$7,167,200	\$6,894,300	\$8,095,798	17.43%	
Services	\$265,580	\$212,990	\$292,390	37.28%	
Supplies	\$40,600	\$34,500	\$24,860	-27.94%	
Miscellaneous	\$24,400	\$23,660	\$1,047,190	4325.99%	
Total Operating Expenses	\$27,428,120	\$26,475,010	\$30,217,128	14.13%	

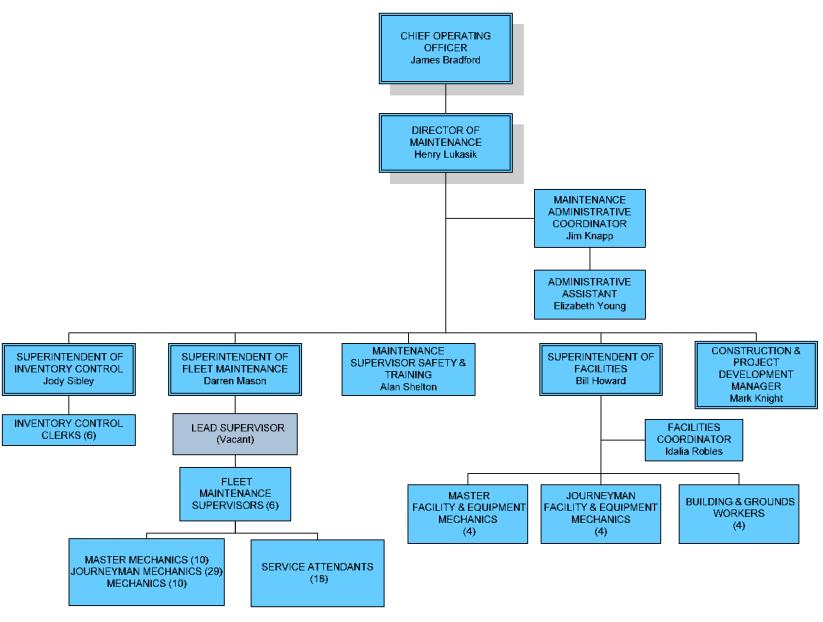
- Salaries and Fringe Benefits expenses increased due to a new Manager of Incidents and Behavior position, nine new Bus Operator positions, salary increases, an increase in health insurance premiums and an increase in FRS contribution rates.
- Services expense increased due to an increase in field observers, security and temporary help expenses.
- Supplies expense decreased due to projected decreases in safety and training supplies, OSHA supplies, and other miscellaneous supplies expenses.
- Miscellaneous expense increased due to new service initiatives.



# **MAINTENANCE DIVISION**



# MAINTENANCE DIVISION ORGANIZATION





#### MAINTENANCE DIVISION

The Maintenance Division is comprised of two divisions: Fleet Maintenance and Facilities Maintenance.

The Fleet division is responsible for 195 revenue service vehicles which are comprised of Gilligs, Trolleys, MCIs, and E-450 Super Duty Cut-Aways, nearly one quarter of which are hybrid vehicles. Addtionally, service is provided to 53 service vehicles which are comprised of pool cars, service trucks, and miscellaneous support equipment. In total, the Fleet Division maintains approximately 250 vehicles. Fleet Maintenance provides around the clock service for both preventative and demand-response needs of the entire fleet to ensure that 100% pullout is made each and every day, and that minimal service is delayed or disrupted due to mechanical failures. The division provides a full line of service and repairs for all PSTA vehicles. Services include major/minor engine repairs, routine oil and other fluid changes, transmission service, tire replace-ment/repair, tire rotation and balance, tune-ups and general inspections, preventative maintenance (PM), and all points' safety and emergency inspection checks. Safety is paramount in the public transportation industry, and just as PSTA expects its Bus Operators to be safety minded and safety conscientious when behind the wheel at all times, so too are the expectations that vehicles must be maintained to support safe operations as well. The Fleet Division ensures all vehicles are in compliance with Regional, State, and Federal entities.

Fleet Divisions' oversight includes and is not limited to:

- Preventative Maintenance Inspections.
- Vehicle Diagnosis and Repair.
- Engine, Transmission, Driveline Repair and Overhaul.
- Collision Repair and Bodywork.
- Surveillance and Smart Technology installation & maintenance.
- Brakes, tires, steering, & suspension.
- Road-call support and towing when necessary.
- Fueling, cleaning, & detailing.
- Farebox & vault pulling.

In addition to demand-response and preventative maintenance, the Fleet division also ensures vehicles are properly crewed nightly, which includes the fueling of all buses and support vehicles, interior cleaning including trash removal, and exterior washing.

The Facilities Division is responsible for the ongoing upkeep and general maintenance of all PSTA properties, buildings, grounds and other projects. The Facilities department supports all the other departments within PSTA by method of both demand-responsive service, state-of-good repair capital planning, and 24/7 on-call service from both employees and the public alike. This includes requests for new benches and shelters, installation of new equipment, building repair (both interior and exterior), carpentry/elec-trical/plumbing/and HVAC demands, maintenance support for PSTA's external real-time hardware components, and the general upkeep of PSTA's



base facility including the customer service centers. Facilities also oversees contractors and vendors that support building and property related PSTA functions.

Facilities' Division oversight includes, but is not limited to the maintenance of:

- Over 5,200 bus stops, 740 bus shelters and 500 benches using a staff of 13 people plus sub-contractors.
- Installation, maintenance and repair of PSTA amenities including; bus stops, benches and landing pads
- Landscaping at PSTA base, customer service centers and other areas.
- General Repair and routine maintenance for all locations.
- Support and maintenance of real-time hardware at the service centers.

## **Current Key Initiatives:**

- Continued joint collaboration with USF/CUTR/FDOT (University of South Florida/ Center for Urban Transportation Research, Florida Department of Transportation) supporting at host property of the CTT Program (Certified Transit Technicians Program).
- Eliminate blanket work order system and institute work order per repair system.

- Work with IT Division to make change to PM Inspection Update Interval upon Open instead of Update upon Close.
- Create and provide a monthly Maintenance Report that contains fleet operating statistics and key performance indicators such as CPM, Failure Rate, MPG vs Mileages, and fleet composition using data that is collected, verified, and authenticated as being accurate.
- Create and institute body damage and estimation database.
- Parts Quality—Purchase and use parts of higher quality in order to prolong life of repair and reduce failure due to use of parts of substandard quality such as wheel bearings, kingpins, shocks, air dryers, etc.
- Installation of new equipment, building repair (both interior and exterior), carpentry/electrical/plumbing/and HVAC demands, maintenance support for PSTA's external real-time hardware components, and new construction.
- RTBI (Real-Time Bus Information) implementation and maintenance.
- The construction of new passenger terminals as well as system-wide installation of concrete pads for future bus shelter and bench locations for the riding public.
- Total review and modification to existing maintenance training program and work process, ensuring technicians are adequately prepared to address new technologies.



# **Recent Key Accomplishments:**

#### **Fleet Department**

- Maintenance Training Department has revised its new hire training program, we've added more training modules to the class and have updated the older modules. It will now be an 8 week class and will include more in-depth training on:
  - o Shop Safety.
  - Blood-borne pathogen awareness.
  - o Proper Personal Protective Equipment use.
  - Fleet overview.
  - Bus overview.
  - Safe and proper tool use.
  - Bus maneuvers and safety.
  - Backing and lift setup.
  - Using the wash rack and procedures.
  - o Finding and repairing minor defects.
  - Service lane procedures.
  - Tire shop how to mount and properly torque lugnuts.
  - Overview of the buses air brake system and components.

- o How to properly complete a brake reline.
- Proper preventative maintenance techniques and procedures.
- Completed upgrade to vehicle fluid management system so as vehicle fluids and odometers are tracked digitally and with less human interaction.
- Receipt and deployment of eight (8) more 40' Gillig Hybrid buses in November 2013 bringing PSTA's fleet of GREEN buses to forty (40).
- Receipt and deployment of thirteen (13), 2014 Ford Fusion Hybrid's in April 2014, to replace existing support vehicles which have met their useful lives.
- Institute fleet wide campaign to replace and upgrade all vehicle batteries with those of higher quality and capacity to support onboard vehicle systems and technologies.
- Institute change in air filter service intervals in order reduce influx of sand and dirt so as to reduce wear on internal engine components.



- New Equipment—Purchase the following equipment using grant funding:
  - o Vehicle Diagnostic Equipment & Software
  - Hydraulic Utility Lift Carts
  - Torque Sticks
  - 1" Heavy Duty Air Impact Guns
  - o 36,000 LBS Jack Stands
  - o 3, 5, 10, 22 Ton Floor Jacks
  - o Portable 12/24 Volt Jump Packs
  - o 10 Ton Hydraulic Frame Pull Arms
  - Purchase incidental tools such as sockets, axle nut sockets, tap & die sets
  - o King Pin Anchor Pin Pusher Press
  - o Tripod LED Floor Lights
  - Body Panel Support Stands

# **Facilities Department**

- Constructed a new Maintenance Supervisor Office area out of what was once an open tool storage area.
- Renovated the Wellness Center with wall repairs, paint, high impact Formica to resist scuffs and dents, as well as installation of new gym equipment.
- Purchased, upgraded and installed Hooded Trash Receptacles to reduce the number of incidents of contractors, businesses and home owners from introducing large items in receptacles designated for our passengers.

- Replace every overhead light tube in the Maintenance Shop to improve the luminosity of shop floor work space.
- Worked closely with HVAC contractor to upgrade and repair the A.C. Controls and equipment at PSTA headquarters to provide a better, energy saving system.

#### **Construction Department**

- Reconstruct Cement Pavement and Security Upgrades--Completed the replacement of the concrete pavement and added security devices for this project on time and within budget.
- Revenue Room Expansion--This 768 SF addition required for office space was completed on time and within budget.
- Pinellas Park Transit Center--This transit center will be providing bathrooms, security surveillance and CSR access.
   The project started on January 2, 2014 and is scheduled to be completed in August 2014.
- ADA Landing Pads—Installation of additional ADA landing pads throughout Pinellas County.
- Remediation--Completed the remediation of contaminated materials throughout PSTA Main Facility.



# **FACILITIES MAINTENANCE DEPARTMENT BUDGET**

Expense Item	Adopted FY 2014	Projected FY 2014	<u>Proposed</u> <u>FY 2015</u>	<u>% Change</u> FY 2014/FY 2015	
Salaries	\$536,006	\$474,660	\$647,290	36.37%	
Fringe Benefits	\$194,298	\$190,410	\$252,973	32.86%	
Services	\$594,300	\$667,800	\$666,235	-0.23%	
Supplies	\$95,000	\$130,000	\$90,000	-30.77%	
Miscellaneous	\$1,000	\$1,220	\$1,000	-18.03%	
Total Operating Expenses	\$1,420,604	\$1,464,090	\$1,657,498	13.21%	

- Salaries and Fringe Benefits expense increased due to a new Journeyman Mechanic position, salary increases, an increase in health insurance premiums and an increase in FRS contribution rates.
- Services expense increased mainly due to an increase in drain and sludge removal services and a full year of custodial services at the new Pinellas Park customer service center.
- Supplies expense decreased due to a reduction in building and grounds supplies.



# FLEET MAINTENANCE DEPARTMENT BUDGET

Expense Item	Adopted FY 2014	Projected FY 2014	Proposed FY 2015	% Change FY2014/FY2015		
Salaries	\$3,579,860	\$3,270,270	\$3,600,770	10.11%		
Fringe Benefits	\$1,722,500	\$1,722,500 \$1,596,280 \$1,604,988		,500 \$1,596,280 \$1,604,988		0.55%
Services	\$79,320	\$83,620	\$13,900	-83.38%		
Diesel Fuel	\$8,008,160	\$7,212,000	\$7,517,170	4.23%		
Supplies	\$3,138,340	\$3,673,500	\$3,755,380	2.23%		
Miscellaneous	\$18,000	\$51,940	\$114,050	119.58%		
Total Operating Expenses	\$16,546,180	\$15,887,610	\$16,606,258	4.52%		

- Salaries and Fringe Benefits expenses increased due to two new mechanic positions, a new inventory control clerk position, salary increases, an increase in health insurance premiums and an increase in FRS contribution rates.
- Services expense decreased due to the budget for subrogation moving from the Insurance Division to the Fleet Maintenance Division.
- Diesel Fuel expense increased due to an increase in diesel fuel prices. The budget assumes an average price per gallon of \$3.30.
- Supplies increased due to an increase in unleaded fuel, tires and repair parts expenses.



## GENERAL FUNCTION DIVISION OVERVIEW AND BUDGET

The General Function Division is maintained under the control of the Chief Financial Officer. This division was established as a separate general ledger division for the purpose of monitoring and controlling expenses that are considered part of the costs for doing business. There are no employees assigned to this division. Expenses that pertain to the entire Authority rather than an individual division, i.e., legal costs, utilities purchased transportation, etc., are charged to the General Function Division.

Expense Item	Adopted FY 2014	Projected FY 2014	Proposed FY 2015	<u>% Change</u> FY 2014/FY 2015
Services	\$1,036,100	\$1,100,100	\$1,174,900	6.80%
Supplies	\$42,000	\$47,200	\$41,300	-12.50%
Utilities	\$721,740	\$756,800	\$786,200	3.88%
Taxes & Licenses	\$862,730	\$862,730	\$848,840	-1.61%
Purchased Transportation – DART	\$4,703,000	\$4,646,650	\$4,923,900	5.97%
Purchased Transportation – TD	\$790,000	\$729,045	\$768,380	5.40%
Purchased Transportation – Trolleys	\$615,401	\$615,401	\$652,409	6.01%
Miscellaneous	\$102,000	\$84,620	\$90,400	6.83%
Total Operating Expenses	\$8,872,971	\$8,842,546	\$9,286,329	5.02%

- Services expense increased due to an increase in legal services, tax collection and tax assessor expenses.
- Utilities expense increased due to rate increases.
- Purchased Transportation DART expense increased due to increased costs for services and increased ridership.
- Purchased Transportation Trolleys expense increased due to an increase in funding for the Jolley Trolley to cover a full year of the Safety Harbor Jolley Trolley Route compared to eight months in FY 2014.



# **INSURANCE DIVISION OVERVIEW AND BUDGET**

#### **Functions and Responsibilities**

The Insurance Division is maintained under the control of the Chief Financial Officer with direct oversight by the Risk Manager. It was established as a separate general ledger division for monitoring and controlling expenses related to PSTA's property and casualty insurance programs and oversight of the workers' compensation program. There are no employees assigned to this division. All expenses involving the administration of PSTA's insurance programs are recorded in the Insurance Division. Since PSTA made the decision to go to a self-insured retention (SIR) and excess insurance coverage several years ago, this division provides the tool for monitoring the programs' cost effectiveness.

Expense Item	Adopted FY 2014	Projected FY 2014	Proposed FY 2015	% Change FY 2014/FY 2015
Services	\$89,500	(\$7,500)	\$62,000	-926.67%
Supplies	\$0	\$0	\$0	N/A
Insurance	\$1,488,000	\$321,640	\$1,423,000	342.42%
Total Operating Expenses	\$1,577,500	\$314,140	\$1,485,000	372.72%

- Services expense increased due to the budget for subrogation moving from the Insurance Division to the Fleet Maintenance Division.
- Casualty & Liability expense increased due to an exceptional year of insurance related recoveries in FY 2014.



# **CAPITAL BUDGET**



PINELLAS SUNCOAST TRANSIT AUTHORITY FIVE-YEAR CAPITAL PROJECTS	<u>Funding</u>	FY 2015 Project Total	FY 2016 Project Total	FY 2017 Project Total	FY 2018 Project Total	FY 2019 Project Total	<u>Totals</u>
Vehicles							
Automatic Passenger Counters	FTA				\$128,650		\$128,650
Replacement Buses 40'	FTA	\$9,675,940	\$4,090,061	\$1,500,000	\$1,500,000	\$1,500,000	\$18,266,001
Replacement Support Facilities Trailers	FTA	\$20,000			\$18,000		\$38,000
Radio Replacement/Upgrade	FTA					\$1,200,000	\$1,200,000
WiFi	FTA	\$212,621					\$212,621
Replacement 25' Connector Buses	FTA			\$1,168,000			\$1,168,000
Support Vehicles	FTA	\$79,236	\$73,158	\$415,021			\$567,415
	PSTA Restricted Funds	\$13,020					\$13,020
Total		\$92,256	\$73,158	\$415,021			\$580,435
Expansion 30' Connector Vehicles	FDOT	\$288,000					\$288,000
	PSTA Reserves	\$72,000					\$72,000
Total		\$360,000					\$360,000
Farebox Replacement Project	FDOT	\$944,000					\$944,000
	FTA					\$4,406,799	\$4,406,799
Total		\$944,000				\$4,406,799	\$5,350,799



PINELLAS SUNCOAST		FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	
TRANSIT AUTHORITY	<b>Funding</b>	<u>Project</u>	<u>Project</u>	<u>Project</u>	<u>Project</u>	<u>Project</u>	<u>Totals</u>
FIVE-YEAR CAPITAL PROJECTS		<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	
Passenger Amenities							
Big Belly Trash Compactors	FTA	\$57,570	\$56,000	\$56,000	\$56,000		\$225,570
Bike Access, Facility & Equipment	FTA	\$6,950	\$7,850	\$8,300	\$8,750		\$31,850
Bus Stop Poles/Hardware	FTA				\$15,000		\$15,000
Bus Stop Signage	FTA	\$30,733					\$30,733
Bus Stop Trash Cans - Galvanized	FTA				\$18,900		\$18,900
Passenger Benches	FTA	\$65,799	\$7,500	\$31,250	\$32,500	\$25,000	\$162,049
Passenger Shelters	FTA	\$750,000	\$386,205	\$300,000	\$200,000	\$200,000	\$1,836,205
Pedestrian Access/Walkways	FTA	\$925,000	\$400,000	\$200,000	\$200,000		\$1,725,000
Purchase SimmeSeats	FTA				\$31,000		\$31,000

PINELLAS SUNCOAST TRANSIT AUTHORITY FIVE-YEAR CAPITAL PROJECTS	<u>Funding</u>	FY 2015 Project Total	FY 2016 Project Total	FY 2017 Project Total	FY 2018 Project Total	FY 2019 Project Total	<u>Totals</u>
Facilities							
Audio Visual Equipment - Audi- torium	FTA	\$25,991	\$9,009				\$35,000
Audio Visual Equipment - Board- room	FTA	\$300,000					\$300,000
Audio Visual Lectern for Training Classrooms (2)	FTA					\$1,500	\$1,500
Clearwater Downtown Inter- modal Terminal	FTA	\$550,000	\$200,000	\$200,000			\$950,000
Furniture (Tables, chairs, appliances)	FTA	\$100,000					\$100,000



PINELLAS SUNCOAST TRANSIT AUTHORITY FIVE-YEAR CAPITAL PROJECT	<u>Funding</u> <u>S</u>	FY 2015 Project Total	FY 2016 Project Total	FY 2017 Project Total	FY 2018 Project Total	FY 2019 Project Total	<u>Totals</u>
Misc. Support Equip- Admin/ Maint. Facility	FTA	\$421,032				\$613,636	\$1,034,668
Rehab/Renovation Facilities	FTA	\$260,576	\$35,000				\$295,576
Repaint Grand Central Station (exterior)	FTA	\$35,000					\$35,000
Replacement Conference Room Chairs	FTA					\$120,000	\$120,000
Surveillance/Security Equipment	FTA	\$241,610		\$21,000		\$25,000	\$287,610
Largo Commons	FTA	\$577,059					\$577,059
Park & Ride - FDOT	FDOT	\$123,580	\$76,420				\$200,000
Concrete Construction	PSTA Reserves	\$198,975					\$198,975
Pinellas Park Transfer Center	FTA	\$117,264					\$117,264
	Capital Reserves	\$229,218					\$229,218
	City of Pinellas Park	\$29,218					\$29,218
Total		\$375,700					\$375,700

PINELLAS SUNCOAST		FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	
TRANSIT AUTHORITY	<u>Funding</u>	<u>Project</u>	<u>Project</u>	<u>Project</u>	<u>Project</u>	<u>Project</u>	<u>Totals</u>
FIVE-YEAR CAPITAL PROJECTS	<u> </u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	
Technology							
Computer Hardware							
Data Center Upgrade	FTA					\$300,000	\$300,000
Fuel Management System (Fleetwatch)	FTA	\$24,463					\$24,463
Laminator	FTA	\$3,500					\$3,500



PINELLAS SUNCOAST TRANSIT AUTHORITY	<u>Funding</u>	FY 2015 Project	FY 2016 Project	FY 2017 Project	FY 2018 Project	FY 2019 Project	<u>Totals</u>
FIVE-YEAR CAPITAL PROJECTS		<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	
Laptops	FTA	\$13,200				\$25,000	\$38,200
Misc. Computer Hardware	FTA	\$14,112					\$14,112
On-Board GIS Computers For Connector Services	FTA	\$16,490			\$12,000		\$28,490
Photo ID System	FTA	\$6,993			\$25,000		\$31,993
Plotter for mapping (Auto CAD)	FTA				\$30,000		\$30,000
Polycom Conference Phones	FTA			\$3,600			\$3,600
Printers	FTA	\$50,200		\$150,000			\$200,200
Purchase Document Scanners	FTA		\$2,000				\$2,000
Purchase Servers	FTA	\$200,000			\$175,000		\$375,000
Replace/Upgrade Phone System and Phones	FTA				\$250,000	\$80,000	\$330,000
Replacement Work Stations	FTA	\$3,226		\$146,000			\$149,226
UPS Upgrades	FTA	\$83,000					\$83,000
Virtual Desktop Server Hardware	FTA	\$46,281					\$46,281
Computer Software							
ArcView Software	FTA	\$6,000					\$6,000
Cisco 3750 POE switch	FTA			\$30,000			\$30,000
DART Electronic Payment Card	FTA				\$39,000		\$39,000
DART Software Route Match	FTA	\$44,809			\$125,000		\$169,809
Electronic Signature Software (Purchasing)	FTA	\$1,000					\$1,000
FleetNet	FTA	\$8,550					\$8,550
Flex Service Connection Service	FTA	\$7,500					\$7,500
Hastus Upgrade	FTA			\$349,000			\$349,000
Misc. Computer Software	FTA	\$147,343	\$53,264				\$200,607
Microsoft Office Professional VL 20XX	FTA	\$38,100					\$38,100



PINELLAS SUNCOAST TRANSIT AUTHORITY FIVE-YEAR CAPITAL PROJECTS	<u>Funding</u>	FY 2015 Project Total	FY 2016 Project Total	FY 2017 Project Total	FY 2018 Project Total	FY 2019 Project Total	<u>Totals</u>
Microsoft Office 20XX Version	FTA			\$39,000			\$39,000
Replacement System Software	FTA	\$24,436					\$24,436
Risk Management Software Upgrade	FTA				\$40,000		\$40,000
RTBI Software Replacement	FTA				\$500,000	\$500,000	\$1,000,000
Virtual Desktop Upgrade- work- station software	FTA					\$145,000	\$145,000
Computer Software (IVR & POS Software for TD Program)	МРО	\$51,000					\$51,000

PINELLAS SUNCOAST  TRANSIT AUTHORITY  FIVE-YEAR CAPITAL PROJECTS	<u>Funding</u>	FY 2015 Project Total	FY 2016 Project Total	FY 2017 Project Total	FY 2018 Project Total	FY 2019 Project Total	<u>Totals</u>
Training & Third Party Contracts	_						
Consultant Services	FTA				\$200,000		\$200,000
Employee Education	FTA	\$13,194	\$30,000	\$30,000	\$30,000	\$20,000	\$123,194
In-Person Assessments	FTA	\$20,000	\$30,000	\$25,000	\$25,000	\$25,000	\$125,000
Long Range Planning	FTA	\$200,000					\$200,000
Short Range Planning	FTA	\$421,207	\$200,000	\$100,000	\$400,000	\$200,000	\$1,321,207
Public Outreach-Contractor	MPO	\$30,000					\$30,000
Public Outreach - Contractor	FDOT	\$24,000					\$24,000
Public Outreach - Contractor	PSTA Reserves	\$6,000					\$6,000
Alternative Analysis/HFB	PSTA Reserves	\$240,000	\$240,000	\$19,795			\$499,795



PINELLAS SUNCOAST TRANSIT AUTHORITY FIVE-YEAR CAPITAL PROJECTS	<u>Funding</u>	FY 2015 Project Total	FY 2016 Project Total	FY 2017 Project Total	FY 2018 Project Total	FY 2019 Project Total	<u>Totals</u>
Miscellaneous							
Air Compressor	FTA					\$100,000	\$100,000
Check Sealer	FTA				\$7,500		\$7,500
Contingency	FTA	\$1,512,430	\$1,564,629	\$410,722	\$300,839	\$258,549	\$4,047,169
DFI Filter Cleaning Kit	FTA	\$50,000					\$50,000
Forklift Replacement	FTA					\$350,000	\$350,000
Lease mailing equipment	FTA	\$1,425	\$4,000	\$4,000	\$4,000	\$4,000	\$17,425
Lease Copiers	FTA	\$14,000	\$14,000	\$14,000	\$14,000	\$14,000	\$70,000
Misc. Support Equipment	FTA	\$228,954	\$142,929				\$371,883
Rehab/Renovation Misc. Equipment	FTA	\$16,000					\$16,000
Revenue Room Equipment	FTA	\$60,000					\$60,000
Service Lane Infrastructure	FTA	\$130,000					\$130,000
Shop Hose Exhaust Replacement	FTA	\$7,419			\$8,000		\$15,419
Two ARI Portable Lifts	FTA		\$100,000				\$100,000
Total Capital Expenses		\$20,115,224	\$7,722,025	\$5,220,688	\$4,394,139	\$10,113,484	\$47,565,560



PINELLAS SUNCOAST  TRANSIT AUTHORITY  FIVE-YEAR CAPITAL PROJECTS	FY 2015 Project Total	FY 2016 Project Total	FY 2017 Project Total	FY 2018 Project Total	FY 2019 Project Total	<u>Totals</u>
FTA Funding	\$17,866,213	\$7,405,605	\$5,200,893	\$4,394,139	\$10,113,484	\$44,980,334
MPO Funding	\$81,000	\$0	\$0	\$0	\$0	\$81,000
FDOT Funding	\$1,379,580	\$76,420	\$0	\$0	\$0	\$1,456,000
PSTA Restricted Funds	\$13,020	\$0	\$0	\$0	\$0	\$13,020
PSTA Reserves	\$516,975	\$240,000	\$19,795	\$0	\$0	\$776,770
Capital Reserve (6.1 funding)	\$229,218	\$0	\$0	\$0	\$0	\$229,218
City of Pinellas Park	\$29,218	\$0	\$0	\$0	\$0	\$29,218