

# FY 2024

## ADOPTED OPERATING & CAPITAL BUDGET



**PINELLAS SUNCOAST TRANSIT AUTHORITY**

3201 Scherer Drive, St. Petersburg, FL 33716 • [psta.net](http://psta.net)





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## **SUSTAINABILITY STRATEGIC PLAN EXECUTIVE SUMMARY**

Sustainability, preserving the environment, being socially responsible and maintaining economic vitality, with an overall contribution to quality of life, is integral to what we do and what we provide as the public transit agency in Pinellas County.

PSTA incorporates a holistic approach to sustainable strategic decision-making, using the triple bottom line: Healthy Community and Workforce, Environmental Sustainability, and Economic Vitality.

See the Executive Division section for more details on [page 40](#).



**PSTA MISSION STATEMENT: To safely connect people to places.**



## PSTA PERFORMANCE COUNTS SCORECARD

PSTA tracks performance by utilizing a Performance Counts Scorecard. You will see below a scorecard for the organization's goals that are in line with Agency's Sustainability Strategic Plan detailed on the previous page. You will find later in the sections detailing the organizations' different divisions their departmental goals that are also in line with the Agency's Sustainability Strategic Plan.

Fiscal Year	FY23	Quarter	Q4	Date Presented	9/8/2023	Sent to	Preliminary Results
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PSTA Performance Counts Scorecard, FY23													Achievement Percentage
													100%
													90 - 99.99%
													≤ 89.99%
Strategy	Metric Code	Metric	Performance Goals	Q1 Performance Results	Q2 Performance Results	Q3 Performance Results	Q4 Performance Results	Goal Points	Q1 Earned Points	Q2 Earned Points	Q3 Earned Points	Q4 Earned Points	Year To Date
Healthy Community and Workforce	ORG1	Fixed Route Customer Satisfaction	75%	75%	75%	75%	78%	7	7	7	7	7	7
	ORG2	Paratransit Customer Satisfaction	82%	82%	82%	82%	82%	7	7	7	7	7	7
	ORG3	Increased Diverse Applicant Pool	10%	24%	34%	39%	29%	7	7.7	7.7	7.7	7.7	7.7
	ORG4	Annual Voluntary Departures	≤12%	1%	2.3%	4%	5.7%	6	6.6	6.6	6.6	6.6	6.6
	ORG5	Community Sentiment Survey	90%	95%	95%	95%	95%	6	6.3	6.3	6.3	6.3	6.3
	ORG6	Collisions per 100,000 miles	≤4	4.98	4.5	3.96	3.6	7	5.3	6.1	7.1	7.7	6.6
								40	40	41	41.7	42.6	41.2
Environmental Sustainability	ORG7	Reduce Energy Consumption	5%	40%	39%	41%	38%	7	7.7	7.7	7.7	7.7	7.7
	ORG8	Reduce Water Consumption	5%	35%	27%	30%	31%	7	7.7	7.7	7.7	7.7	7.7
	ORG9	Increase % of Recycling Diversion	2%	40%	25%	19%	18%	7	7.7	7.7	7.7	7.7	7.7
	ORG10	Reduce Greenhouse Gases and Criteria Air Pollutants	2%	1%	2%	0%	-2%	7	3.5	7	0	0	0.0
								28	26.6	30.1	23.1	23.1	23.1
Economic Vitality	ORG11	Annual Budget Variance	≤0%	-3.8%	-3.2%	-4.1%	-2.8%	6	6.6	6.6	6.6	6.6	6.6
	ORG12	SunRunner Corridor Ridership Growth	15%	88%	110%	109%	108%	6	6.6	6.6	6.6	6.6	6.6
	ORG13	Clearwater Transit Center Goal	Q1: Finalize Land Agreement Q2: Complete 30% design and begin drafting construction RFP Q3: Complete 30% design Q4: 60% design complete & begin draft construction RFP	Goal Achieved	10% Design Complete	Goal 50% Complete	Goal 70% Complete	7	7	2	3.5	4.9	4.9
	ORG14	Procurement DEI and Sustainability	50%	100%	100%	100%	100%	7	7.7	7.7	7.7	7.7	7.7
	ORG15	Operating Cost per Revenue Hour	Less than or equal to: Q1: \$148.57 Q2: 183.81 Q3: 183.85 Q4: \$185.90	\$ 133.66	\$ 134.65	\$ 131.29	\$ 137.65	6	6.6	6.6	6.6	6.6	6.6
								32	34.5	29.5	31	32.4	32.4
Overall Performance Score								100	101	100	96	98	97






**BOARD OF DIRECTORS****Pinellas Suncoast Transit Authority  
Board of Directors, CEO, and General Counsel**

	<b>BOARD MEMBER/ ELECTED OFFICES</b>	<b>APPOINTING BODIES</b>	<b>CONTACT INFORMATION</b>
	<b>Chairperson</b> Gina Driscoll St. Petersburg Council Member	St. Petersburg	P.O. Box 2842 St. Petersburg, FL 33731 Telephone: (727) 551-3306 E-mail: <a href="mailto:gina.driscoll@stpete.org">gina.driscoll@stpete.org</a>
	<b>Vice-Chair</b> Dan Saracki Oldsmar Mayor	Oldsmar Safety Harbor Tarpon Springs	100 State Street West Oldsmar, FL 34677 Telephone: (813) 749-1100 E-mail: <a href="mailto:dsaracki@myoldsmar.com">dsaracki@myoldsmar.com</a>
	<b>Secretary/Treasurer</b> Rene Flowers Pinellas County Com- missioner	Pinellas County Commission	315 Court Street Clearwater, FL 33756 Telephone: (727) 464-3614 E-mail: <a href="mailto:rflowers@pinellas.gov">rflowers@pinellas.gov</a>
	David Allbritton Clearwater Councilmember	Clearwater	600 Cleveland Street Clearwater, FL 33756 Telephone: (727) 224-4000 E-mail: <a href="mailto:david.allbritton@myclearwater.com">david.allbritton@myclearwater.com</a>
	Richard Bennett North Redington Beach Commissioner	Belleair Beach# Belleair Shore# Indian Rocks Beach Indian Shores Madeira Beach North Redington Beach Redington Beach Redington Shores St. Pete Beach# Treasure Island#	190 – 173rd Avenue East North Redington Beach, FL 33708 Telephone: (727) 391-4848 Email: <a href="mailto:rbenn0469@aol.com">rbenn0469@aol.com</a>





	<b>BOARD MEMBER/ ELECTED OFFICES</b>	<b>APPOINTING BODIES</b>	<b>CONTACT INFORMATION</b>
	Vince Cocks Pinellas County Citizen	Pinellas County Commission	2950 63rd Ave. S St. Petersburg, FL 33712 Telephone: (727) 455-0944 E-mail: <a href="mailto:vincecocks@gmail.com">vincecocks@gmail.com</a>
	Deborah Figgs- Sanders St. Petersburg Councilmember	St. Petersburg	P.O. Box 2842 St. Petersburg, FL 33731 Telephone: (727) 551-3305 E-mail: <a href="mailto:Deborah.Figgs-Sanders@stpete.org">Deborah.Figgs-Sanders@stpete.org</a>
	Jeff Gow Dunedin Commissioner	Dunedin	P.O. Box 1348 Dunedin, FL 34697-1348 Telephone: (727) 298-3006 E-mail: <a href="mailto:jgow@dunedinfl.net">jgow@dunedinfl.net</a>
	Chris Latvala Pinellas County Com- missioner	Pinellas County Commission	315 Court Street Clearwater, FL 33756 Telephone: (727) 464-3278 E-mail: <a href="mailto:clatvala@pinellas.gov">clatvala@pinellas.gov</a>
	Jim Olliver Seminole Vice-Mayor	Belleair Belleair Bluffs Gulfport Kenneth City# Seminole South Pasadena	9199 – 113 <sup>th</sup> Street Seminole, FL 33772 Telephone: (727) 391-0203 x102 E-mail: <a href="mailto:jolliver@myseminole.com">jolliver@myseminole.com</a>
	Kathleen Peters Pinellas County Commissioner	Pinellas County Commission	315 Court Street Clearwater, FL 33756 Telephone: (727) 464-3568 E-mail: <a href="mailto:kpeters@pinellascounty.org">kpeters@pinellascounty.org</a>
	Patti Reed Pinellas Park Councilwoman	Pinellas Park	5141 78 <sup>th</sup> Avenue North Pinellas Park, FL 33781 Telephone: (727) 369-0618 E-mail: <a href="mailto:preed@pinellas-park.com">preed@pinellas-park.com</a>



	<b>BOARD MEMBER/ ELECTED OFFICES</b>	<b>APPOINTING BODIES</b>	<b>CONTACT INFORMATION</b>
	James (Jamie) Robinson City of Largo Commissioner	Largo	P.O. Box 296 Largo FL 33779 Telephone: (727) 587-6702 E-mail: <a href="mailto:jarobins@largo.com">jarobins@largo.com</a>
	Brian Scott Pinellas County Com- missioner	Pinellas County Commission	315 Court Street Clearwater, FL 33756 Telephone: (727) 464-3360 E-mail: <a href="mailto:bscott@pinellas.gov">bscott@pinellas.gov</a>
	Joshua Shulman St. Petersburg Citizen	St. Petersburg	2450 Sunset Point Rd, Suite C Clearwater, FL 33765 Telephone: (727) 474-9922 E-mail: <a href="mailto:josh@sherpawealthpartners.com">josh@sherpawealthpartners.com</a>

# - These cities are not members of the Transit Authority (St. Pete Beach and Treasure Island receive service via contract)

	<b>CHIEF EXECUTIVE OFFICER</b>	<b>CONTACT INFORMATION</b>
	Brad Miller Pinellas Suncoast Transit Authority 3201 Scherer Drive St. Petersburg, FL 33716	Telephone: (727) 540-1800 Fax: (727) 540-1913 E-mail: <a href="mailto:bmiller@psta.net">bmiller@psta.net</a>
	<b>GENERAL COUNSEL</b>	<b>CONTACT INFORMATION</b>
	Alan Zimmet Bryant Miller Olive One Tampa City Center, Suite 2700 Tampa, FL 33602	Telephone: (813) 273-6677 Fax: (813) 223-2705 E-mail: <a href="mailto:azimmet@bmolaw.com">azimmet@bmolaw.com</a>



## **About the PSTA Board of Directors & Committees**

### **Board of Directors Meetings**

PSTA Board of Directors meetings are held in the Board Room at PSTA Headquarters, 3201 Scherer Drive, St. Petersburg on the fourth Wednesday of each month, unless otherwise posted. Eight of the fifteen Board members must be present in order to hold a meeting. All meetings are open to the public. The Chief Executive Officer, Division Chiefs and Directors, designated staff members, and PSTA's General Counsel also attend Board meetings.

### **Executive Committee**

The purpose of this committee generally is to deliberate and provide direction to staff on operational matters, including but not limited to significant operational issues and major service changes. The Board's intent is that the Executive Committee will provide direction to staff on emergency items and items that eventually will come before the entire Board. It is not intended that the Executive Committee will make decisions on items that are to be decided by the Board as a whole, except as specifically authorized by the Board.

### **Finance and Performance Management Committee**

The duties of the Finance and Performance Management Committee are as follows: select audit firm, review audit report, review financial and operating reports, review and make recommendations on investment strategy, review and make recommendations on insurance policies, review proposed labor settlements and negotiations, review and make recommendations regarding major contracts and procurements, and oversee and monitor performance goals and measures.

### **Planning Committee**

The duties of the Planning Committee are as follows: strategic planning process oversight; review future business objectives and incentives; develop long-term funding strategies and develop annual budget goals/parameters. These meetings are held in the Administration Auditorium.

### **Legislative Committee**

The mission of the PSTA Legislative Committee is to advise the full PSTA Board of Directors

of the official positions of the Local, State, and Federal entities concerning legislative matters pertaining to the operations, development, and funding of PSTA; and to facilitate advancement of the Pinellas County Alternatives Analysis (AA) Locally Preferred Alternative (LPA). The Committee will also review resolutions and legislation in order to advise and recommend positions to the members and leadership of the PSTA Board; and work with the regional entities in the development and implementation of transportation for the Tampa Bay region.

### **Transit Riders Advisory Committee (TRAC)**

This is a committee of volunteers who ride the bus at least two times per week. The purpose of the Committee is to provide insight and recommendations to the PSTA Board of Directors and its committees (as appropriate) on operational and transit service issues. The Committee is comprised of members from the public, representing diversity and geographic distribution of people in Pinellas County.



## About the PSTA Board of Directors & Committees

PSTA COMMITTEES												
Pos	Name	Representing	Appointment	Planning	Finance	Legislative	Executive	Personnel	Nominating	Forward Pinellas	TBARTA	MPO' s School Safety
1	Josh Shulman	St. Pete Non-Elect	2/2017	XXX	X			X	X			X
2	Richard Bennett	Beach Cities	4/2017		X				X			
3	Vince Cocks	Pinellas County	10/2018	X	X			X				
4	David Allbritton	Clearwater	10/2018	X		X				Y		
5	Gina Driscoll	St. Petersburg	1/2019			X	XXX	XXX		X		
6	Dan Saracki	North County	5/2019		X	XXX	X	X				
7	Jamie Robinson	Largo	7/2020			X	X					
8	Jeff Gow	Dunedin	12/2020		XXX	X			XXX			
9	Rene Flowers	Pinellas County	12/2020	X			X	X	X		X	
10	Kathleen Peters	Pinellas County	12/2020			Alt.						
11	Deborah Figgs-Sanders	St. Petersburg	1/2021	X			X		X			
12	Patti Reed	Pinellas Park	3/24/22		Alt.							
13	Jim Olliver	Multi Cities	4/22/22	Alt.								
14	Chris Latvala	Pinellas County	1/2023			Alt.						
15	Brian Scott	Pinellas County	1/2023		Alt.							

X – Member Appointed by PSTA

XXX – Chair of Committee

Y – Member appointed by another Body

*\*Alternates are encouraged and welcome to attend, participate in discussion, and vote on action items*





**TO: Members of the PSTA Board of Directors and Citizens of Pinellas County**

**FROM: Brad Miller, Chief Executive Officer**

**DATE: September 27<sup>th</sup>, 2023**

**SUBJECT: Transmittal of the FY 2024 Adopted Budget**

While 2023 brought the official close to the Pandemic, the list of challenges facing PSTA, and the public transit industry in general, include inflation and the completion of the COVID-19 relief funds for operations. Identifying these key challenges has assisted staff in determining how best to address them to ensure financial sustainability.

Inflation is at its highest in 30 years and has seen an increase from a national average of 1.88% over the last 10 years to almost 9% locally. To ensure a balanced operating budget, PSTA's strategy is to strive to keep expenses flat over the next two years as we continue to utilize the remaining one-time Federal Transit Administration (FTA) COVID-19 relief funds for operations, allowing other revenue sources to increase, to meet a more normal inflation rate in the future.

Despite an inflationary environment, costs outside personnel are being held flat compared to the FY 2023 budget. To adjust for the contractual union increases, analysis after cost reductions and increased areas of revenue, is leading to recommendations to adjust service on low performing routes based on public input. In all cases, alternative transportation is available either through the SunRunner route or via micro transit on PSTA's TD Late Shift Program. This program provides on demand service to and from work outside PSTA scheduled hours. In addition, PSTA will start charging fares on the SunRunner that has been fare free during its inaugural period and is looking to increase pricing after the first two rides on the Paratransit Access Mobility on Demand program.

By taking these actions PSTA is able to balance the Fiscal Year 2024 Budget and implement some very key projects that positively impact the community and are supportive of our triple bottom line sustainability strategic plan.

In a comprehensive approach, PSTA defines sustainability in multiple ways that provides structure for all the organization's initiatives and sound footing to address resiliency:



- Environmental Sustainability
- Financial Sustainability (Economic Vitality)
- Social Sustainability (Health and Wellness)

Over this last year staff focused on the desired outcomes based on the core elements of our Sustainability Plan. This influenced the activities leading to investment for Fiscal Year 2024 and beyond:

- PSTA is playing a pivotable role in shaping clean transportation. PSTA is transitioning to zero emission buses. PSTA has ordered 60 electric replacement buses that will be received in over the next couple of years. What was a vision is becoming reality and improving air quality for the community we serve.
- To be able to accommodate the increasing electric fleet, PSTA is working on the electric infrastructure as well as a solar project to save money and reduce dependency on the grid.
- PSTA is in the process of designing the Clearwater Multimodal Transit Center, using USDOT Rebuilding America Infrastructure with Sustainability and Equity (RAISE) grant program funds of \$20,000,000. That along with other PSTA grants and funding partners will allow for the project's construction to begin in FY 2024. This environmentally friendly facility for our riders will replace our old life expired Park Street Terminal.
- In the spirit of Diversity, Equity, and Inclusion, the Board has voted to move forward on a pilot program to provide free bus service to Veterans.
- To assist in simplifying riding with PSTA, we will be implementing the ability to register a contactless credit card on-line to qualify for discounts, such as the senior discount.

While PSTA is pleased to offer so many exciting new programs and projects there are challenges as we look beyond Fiscal Year 2024. On a long-term strategic basis, PSTA is focusing on fiscal sustainability as the one-time COVID-19 relief funds will soon be exhausted as well as meeting the challenge of inflation. Additional partnerships and recurring sustainable funding sources will be needed in the future as we improve our service to the community.

I look forward to new partnerships, new innovations, and to present the FY 2024 Adopted Budget and the Five - Year Capital Improvement Program that reflects PSTA's mission, the Strategic Sustainability Plan, and goals.







**Pinellas Suncoast Transit Authority**

**ADOPTED FY 2024 BUDGET**



**GOVERNMENT FINANCE OFFICERS ASSOCIATION**

*Distinguished  
Budget Presentation  
Award*

**PRESENTED TO**

**Pinellas Suncoast Transit Authority  
Florida**

For the Fiscal Year Beginning

**October 1, 2022**

*Christopher P. Morill*

Executive Director



## FY 2024 BUDGET SUMMARY

Description	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	Change Amount	% Change FY 2023 FY 2024
Beginning Net Position available to budget - General Reserve (Estimate)	\$ 47,669,289	\$ 34,836,144	\$ 45,751,277	\$ 46,208,552	\$ 457,275	1.00%
Total Operation Revenues	102,893,674	114,320,990	113,671,160	114,539,670	868,510	0.76%
Capital Revenues	11,415,707	39,677,220	11,596,535	67,388,133	55,791,597	481.11%
<b>Total Sources</b>	<b>\$ 161,978,670</b>	<b>\$ 188,834,354</b>	<b>\$ 171,018,972</b>	<b>\$ 228,136,355</b>	<b>\$ 57,117,383</b>	<b>33.40%</b>
Operating Budget	\$ 97,771,622	\$ 113,276,130	\$ 109,843,885	\$ 114,511,920	\$ 4,668,035	4.25%
Capital Improvement Budget	18,455,771	44,740,070	14,966,535	73,531,077	58,564,541	391.30%
<b>Total Uses</b>	<b>\$ 116,227,393</b>	<b>\$ 158,016,200</b>	<b>\$ 124,810,420</b>	<b>\$ 188,042,997</b>	<b>\$ 63,232,577</b>	<b>50.66%</b>
Ending Net Position available to budget - General Reserve (Estimate)	45,751,277	30,818,154	46,208,552	40,093,358	(6,115,194)	-13.23%
<b>Total Uses and Net Position Reserves</b>	<b>\$ 161,978,670</b>	<b>\$ 188,834,354</b>	<b>\$ 171,018,972</b>	<b>\$ 228,136,355</b>	<b>\$ 57,117,383</b>	<b>33.40%</b>

Description	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	Change Amount	% Change FY 2023 FY 2024
Contractually Restricted	\$ 1,608,462	\$ -	\$ 1,608,462	\$ 1,608,462	-	0.00%
Restricted Grantor Resources Pending Approval	159,449	165,935	165,935	165,935	-	0.00%
Operating Reserve - 2 Months Minimum	16,255,675	18,879,355	18,879,355	19,085,320	205,965	1.09%
Estimated Self-Insurance Reserves	4,626,272	-	5,480,064	5,480,064	-	0.00%
Capital Reserves	20,926,826	11,772,864	17,509,058	11,366,114	(6,142,944)	-35.08%
Unrestricted	2,174,593	-	2,565,678	2,387,463	(178,215)	-6.95%
Ending Net Position available to budget - General Reserve (Estimate)	\$ 45,751,277	\$ 30,818,154	\$ 46,208,552	\$ 40,093,358	\$ (6,115,194)	-13.23%





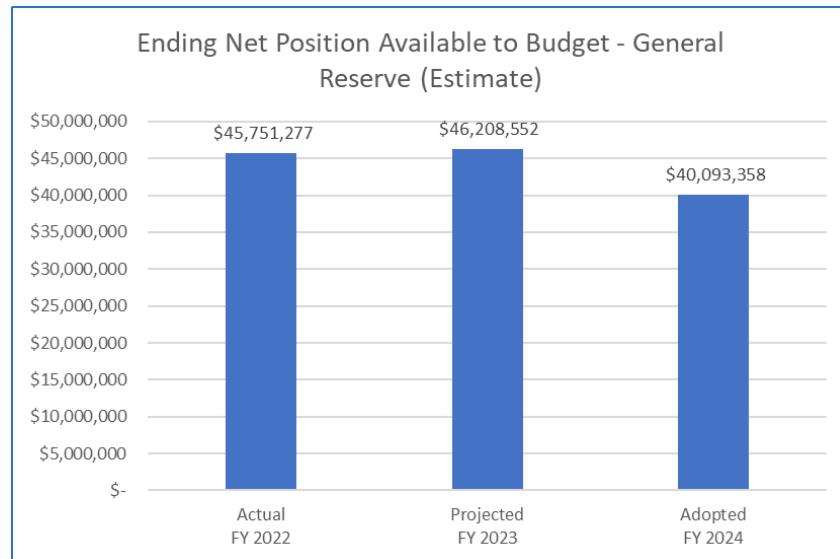
**Pinellas Suncoast Transit Authority**

**ADOPTED FY 2024 BUDGET**

Description	Original FY 2024 Proposed Budget	FY 2024 Adopted Budget	Current Less Original	Explanation
<b>Operating Revenues</b>				
Passenger Fares	\$ 7,302,206	\$ 7,352,200	\$ 49,994	Added revenue for additional fares based on updated projections.
Auxiliary	560,960	560,960	-	
Non-Transportation	1,055,000	1,255,000	200,000	PSTA revised estimated investment interest income.
Taxes	77,280,000	77,816,710	536,710	PSTA changed the collectible amount to reflect accurately to historical rational amount.
Local Beach Trolley	1,414,690	1,671,690	257,000	PSTA anticipates additional local revenue sources.
State Reimbursement - Fuel Tax	757,030	757,030	-	
State Grants	11,850,690	11,950,690	100,000	PSTA anticipates additional grant funding for legal services.
Federal Grants	13,103,390	13,103,390	-	
Federal Grants MPO Pass-Thru	72,000	72,000	-	
<b>Total Operating Revenues</b>	<b>\$ 113,395,966</b>	<b>\$ 114,539,670</b>	<b>\$ 1,143,704</b>	
<b>Total Capital Revenues</b>	<b>\$ 73,791,875</b>	<b>\$ 67,388,133</b>	<b>\$ (6,403,742)</b>	
<b>Beginning Net Position Available to Budget</b>	<b>\$ 46,208,552</b>	<b>\$ 46,208,552</b>	<b>\$ -</b>	
<b>Total Sources</b>	<b>\$ 233,396,393</b>	<b>\$ 228,136,355</b>	<b>\$ (5,260,038)</b>	
<b>Operating Expenses</b>				
Salaries	\$ 45,891,600	\$ 46,388,760	\$ 497,160	Changes to the number of operators were made since originally proposed.
Fringe Benefits	21,205,970	21,383,390	177,420	Changes to the number of operators were made since originally proposed.
Services	7,308,340	7,795,340	487,000	Licensing fees associated with Flamingo Fares are higher than originally anticipated. Increased security services are required for validating fare payment.
Diesel Fuel	5,791,420	5,769,810	(21,610)	Changes in anticipated fuel quantity based on the level of service as well as changes to the rate based on additional lock ins
Supplies	5,680,910	5,900,910	220,000	Repair parts related to revenue vehicles are antipated to be higher than originally budgeted.
Insurance	3,495,600	3,495,700	100	Slight adjustments to Underground Storage Liability.
Utilities	1,690,510	1,690,510	-	
Taxes & Licenses	1,009,380	1,014,270	4,890	Fuel and lubrication tax expenses are expected to increase.
Privatized Transportation - Access PSTA Paratransit	9,254,860	8,592,810	(662,050)	PSTA is projecting a ridership to shift from paratransit services to MOD services.
Privatized Transportation - TD	1,373,800	1,373,800	-	
Privatized Transportation - Trolleys	3,904,680	3,904,680	-	
Privatized Transportation - Access PSTA Mobility on Demand	5,742,820	6,177,480	434,660	PSTA is projecting a ridership to shift from paratransit services to MOD services.
Miscellaneous	1,008,680	1,024,460	15,780	Increases made to due fees and promotional costs.
<b>Total Operating Expenses</b>	<b>\$ 113,358,570</b>	<b>\$ 114,511,920</b>	<b>\$ 1,153,350</b>	
<b>Total Capital Expenses</b>	<b>\$ 78,143,924</b>	<b>\$ 73,531,077</b>	<b>\$ (4,612,847)</b>	This reflects small shifts in timelines on projects like the SunRunner Phase II and purchasing of electric vehicles.
<b>Total Uses</b>	<b>\$ 191,502,494</b>	<b>\$ 188,042,997</b>	<b>\$ (3,459,497)</b>	
<b>Ending Net Position Available to Budget</b>	<b>\$ 41,893,899</b>	<b>\$ 40,093,358</b>	<b>\$ (1,800,541)</b>	
<b>Total Uses and Net Position Reserves</b>	<b>\$ 233,396,393</b>	<b>\$ 228,136,355</b>	<b>\$ (5,260,038)</b>	



## FY 2024 BUDGET SUMMARY



### FY 2024 ADOPTED OPERATING BUDGET SUMMARY

The adopted operating budget for FY 2024 is increasing by \$4.7 million or 4.25% over FY 2023 projected expenses.

#### FY 2024 ADOPTED REVENUE SUMMARY

- Passenger Fares are budgeted to decrease from the projected FY 2023 year-end of \$7.6 million to \$7.4 million. This is primarily due to the projected ridership of veterans who will be able to ride for free.
- Auxiliary revenue is budgeted to decrease from the FY 2023 year-end projection. This is due to budgeting for the guaranteed amount of Advertising Revenue per contracted agreements.
- Non-transportation revenue is budgeted to decrease from the projected FY 2023 year-end of \$2.3 million to \$1.3 million. FY 2023 has seen significant interest rate increases that have a direct effect on PSTA

Investment Income. It is uncertain if this trend will continue throughout the entirety of the next fiscal year.

- Property Tax is projected to increase by 11.67% from the FY 2023 year-end projection. Increased Pinellas County property values are the main contributing factor to higher property taxes.
- Local Beach Trolley revenue is projected to increase by 7% compared to FY 2023 year-end actuals. Some of the additional revenue generated is anticipated to be from local assistance from the City of St Petersburg.
- State Grant revenue is projected to decrease at 3%. This is primarily caused by projected decreases of State Operating Assistance funding.
- Federal Grant revenue is budgeted to be 30% less than the FY 2023 year-end projection. This reflects PSTA's strategic use of one-time COVID-19 relief funds.



**FY 2024 ADOPTED EXPENSE SUMMARY**

- Salaries (\$44.1 million projected year-end in FY 2023) are budgeted at \$46.4 million and include:
  - Salary rate increases are included for union supervisors.
  - Step increases for union employees adjusted to reflect their additional year of tenure.
  - Administrative employees to receive a 3.5% increase.
  - Adopted salaries are assuming current vacancies will be filled during the new Fiscal Year.
- Fringe Benefits are budgeted to increase 6.64% over the FY 2023 projected year-end mainly due to increased retirement costs and with the assumption of no vacant positions.
- Services are budgeted to increase 8.27% over the FY 2023 projected year-end primarily due to additional general contractor maintenance, security services, and software licensing.
- Diesel Fuel is expected to see a significant 25.07% decrease in operating costs. Combined factors of locking in to take advantage of decreased market costs and the expanding implementation of electric buses have resulted in approximately \$1.7 million in savings compared to FY 2023 year-end projections.
- Supplies are budgeted to increase 0.6% due to anticipated additional repair parts in FY 2024.
- Insurance is budgeted to increase 14.68% over the FY 2023 projected year-end due to anticipated market increases.

- Utilities are budgeted to increase 28.33% over the FY 2023 projected year-end due to inflationary rate increases, and the expanding implementation of electric buses.
- Privatized Transportation – Access PSTA Paratransit is budgeted to increase 1.25% over the FY 2023 projected year-end due to increases in contractual rates and ridership.
- Privatized Transportation – Transportation Disadvantaged (TD) is budgeted to increase 66.23% over the FY 2023 projected year-end due to increases in contractual rates and ridership.
- Privatized Transportation – Trolleys are budgeted to increase 3.82% compared to FY 2023 year-end projections due to contractual rate increases and increases in service hours.
- Privatized Transportation – Access PSTA Mobility on Demand is budgeted to increase 22.59% over the FY 2023 projected year-end due to increases in contractual rates and ridership.
- Miscellaneous expenses are projected to decrease by 12.65% from the FY 2023 year-end projection due to an agency wide effort to reduce non-personnel budget requests.

**FY 2024 ADOPTED CAPITAL IMPROVEMENT BUDGET AND FIVE-YEAR CAPITAL IMPROVEMENT PLAN**

- The FY 2024 adopted capital budget is focused on the sustainable bus replacement plan. The plan maintains emphasis on customer service through implementation of customer amenities such as new bus shelters, and the construction for the Clearwater Multimodal Transit Center.



# **FY 2024 OPERATING BUDGET**



## **FY 2024 OPERATING BUDGET SUMMARY**

<b>ADOPTED FY 2024 OPERATING BUDGET</b>	
<b>Operating Revenues</b>	\$11,596,880
<b>Non-Operating Revenues</b>	\$102,942,790
<b>Total Revenues</b>	\$114,539,670
<b>Total Expenses</b>	\$114,511,920
<b>Surplus (Deficit)</b>	\$27,750
<b>Transfer (To) From Reserves</b>	(\$27,750)
<b>Net Surplus (Deficit)</b>	\$0





## FY 2024 OPERATING BUDGET OVERVIEW

Description	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Operating Revenues	\$ 10,688,651	\$ 8,486,910	\$ 12,990,900	\$ 11,596,880	-10.73%
Non-Operating Revenues	92,205,023	130,131,073	100,680,260	102,942,790	2.25%
<b>Total Revenues</b>	<b>\$ 102,893,674</b>	<b>\$ 138,617,983</b>	<b>\$ 113,671,160</b>	<b>\$ 114,539,670</b>	<b>0.76%</b>
Transfer (To) From Reserves	(12,783,796)	(41,083,947)	(3,827,275)	(27,750)	-99.27%
<b>Total Revenues and Transfers</b>	<b>\$ 90,109,878</b>	<b>\$ 97,534,036</b>	<b>\$ 109,843,885</b>	<b>\$ 114,511,920</b>	<b>4.25%</b>
Salaries	40,732,982	45,575,910	44,417,900	46,388,760	4.44%
Fringe Benefits	17,959,737	20,952,710	20,051,076	21,383,390	6.64%
Services	5,498,381	7,129,850	7,200,180	7,795,340	8.27%
Diesel Fuel	6,875,015	8,503,870	7,700,600	5,769,810	-25.07%
Supplies	5,481,930	6,046,700	5,865,619	5,900,910	0.60%
Insurance	2,602,248	1,778,500	3,048,230	3,495,700	14.68%
Utilities	1,161,824	1,400,950	1,317,350	1,690,510	28.33%
Taxes & Licenses	850,330	998,690	956,290	1,014,270	6.06%
Purchased Transportation – Paratransit	8,077,990	8,764,550	8,487,020	8,592,810	1.25%
Purchased Transportation – TD	558,244	765,260	826,460	1,373,800	66.23%
Purchased Transportation – Trolleys	3,317,155	3,616,510	3,760,970	3,904,680	3.82%
Purchased Transportation – Mobility on Demand	3,718,334	6,203,960	5,039,340	6,177,480	22.59%
Miscellaneous	937,453	1,538,670	1,172,850	1,024,460	-12.65%
<b>Total Expenses</b>	<b>\$ 97,771,622</b>	<b>\$ 113,276,130</b>	<b>\$ 109,843,885</b>	<b>\$ 114,511,920</b>	<b>4.25%</b>



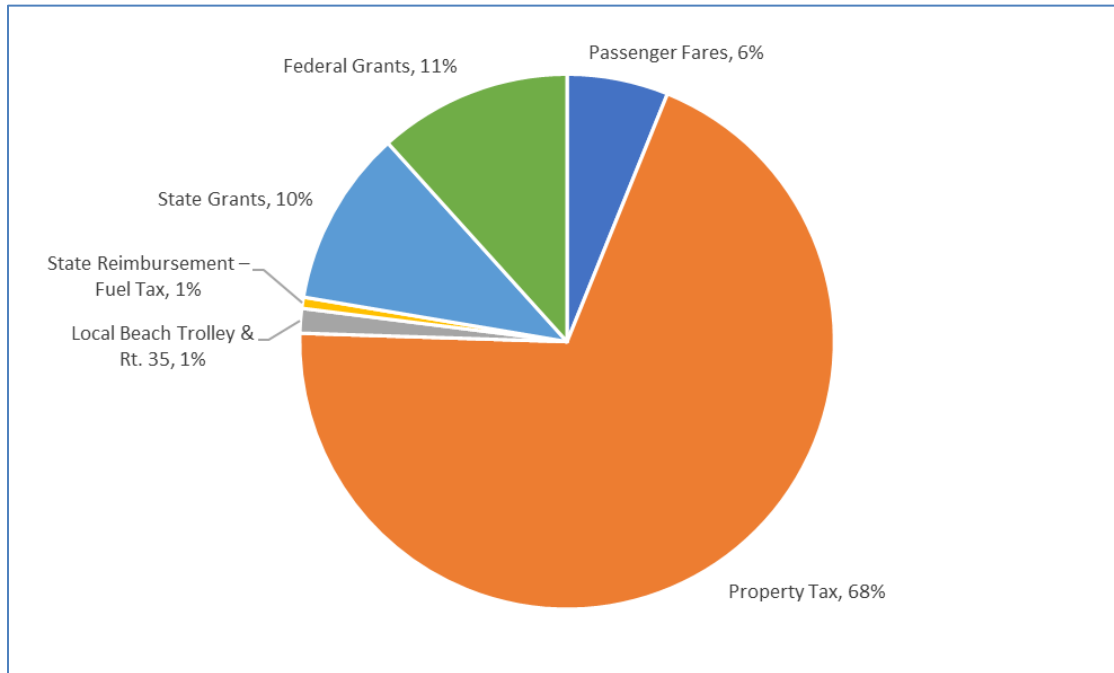
## FY 2024 OPERATING BUDGET OVERVIEW

### REVENUE AND TRANSFERS

Description	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Passenger Fares	\$ 7,023,970	\$ 7,650,790	\$ 7,639,030	\$ 7,352,200	-3.75%
Auxiliary	\$ 904,605	\$ 520,700	\$ 850,860	\$ 560,960	-34.07%
Non-Transportation	\$ 482,329	\$ 214,560	\$ 2,279,620	\$ 1,255,000	-44.95%
Property Tax	\$ 61,276,418	\$ 69,682,040	\$ 69,682,040	\$ 77,816,710	11.67%
Local Beach Trolley & Rt. 35	\$ 1,621,921	\$ 1,634,010	\$ 1,563,110	\$ 1,671,690	6.95%
State Reimbursement – Fuel Tax	\$ 655,826	\$ 759,870	\$ 658,280	\$ 757,030	15.00%
State Grants	\$ 8,243,212	\$ 10,738,320	\$ 12,309,860	\$ 11,950,690	-2.92%
Federal Grants	\$ 22,625,841	\$ 23,048,700	\$ 18,649,130	\$ 13,103,390	-29.74%
Federal Grants MPO Pass-Thru	\$ 59,552	\$ 72,000	\$ 39,230	\$ 72,000	83.53%
<b>Total Revenues</b>	<b>\$ 102,893,674</b>	<b>\$ 114,320,990</b>	<b>\$ 113,671,160</b>	<b>\$ 114,539,670</b>	<b>0.76%</b>
Transfer (To) From Reserves	(12,783,796)	(41,083,947)	(3,827,275)	(27,750)	-99.27%
<b>Total Revenues and Transfers</b>	<b>\$ 90,109,878</b>	<b>\$ 73,237,043</b>	<b>\$ 109,843,885</b>	<b>\$ 114,511,920</b>	<b>4.25%</b>



## FY 2024 OPERATING BUDGET OVERVIEW REVENUE AND TRANSFERS



### Revenue Assumptions:

- Passenger Fares are budgeted to decrease from the projected FY 2023 year-end of \$7.6 million to \$7.4 million. This is primarily due to the projected ridership of veterans who will be able to ride for free.
- Auxiliary revenue is budgeted to decrease from the FY 2023 year-end projection. This is due to budgeting for the guaranteed amount of Advertising Revenue per contracted agreements.
- Non-transportation revenue is budgeted to decrease from the projected FY 2023 year-end of \$2.3 million to \$1.3 million. FY 2023 has seen significant interest rate increases that has a direct effect on PSTA Investment Income. It is uncertain if this trend will continue throughout the entirety of the next fiscal year.
- Property Tax is projected to increase by 11.67% from the FY 2023 year-end projection. Increased Pinellas County property values are the main contributing factor to higher property taxes.
- Local Beach Trolley revenue is projected to increase by 7% compared to FY 2023 year-end actuals. Some of the additional revenue generated is anticipated to be from local assistance from the City of St Petersburg.
- State Grant revenue is projected to decrease at 3%. This is primarily caused by projected decreases of State Operating Assistance funding.
- Federal Grant revenue is budgeted to be 30% less than the FY 2023 year-end projection. This reflects PSTA's strategic use of one time COVID-19 relief funds.

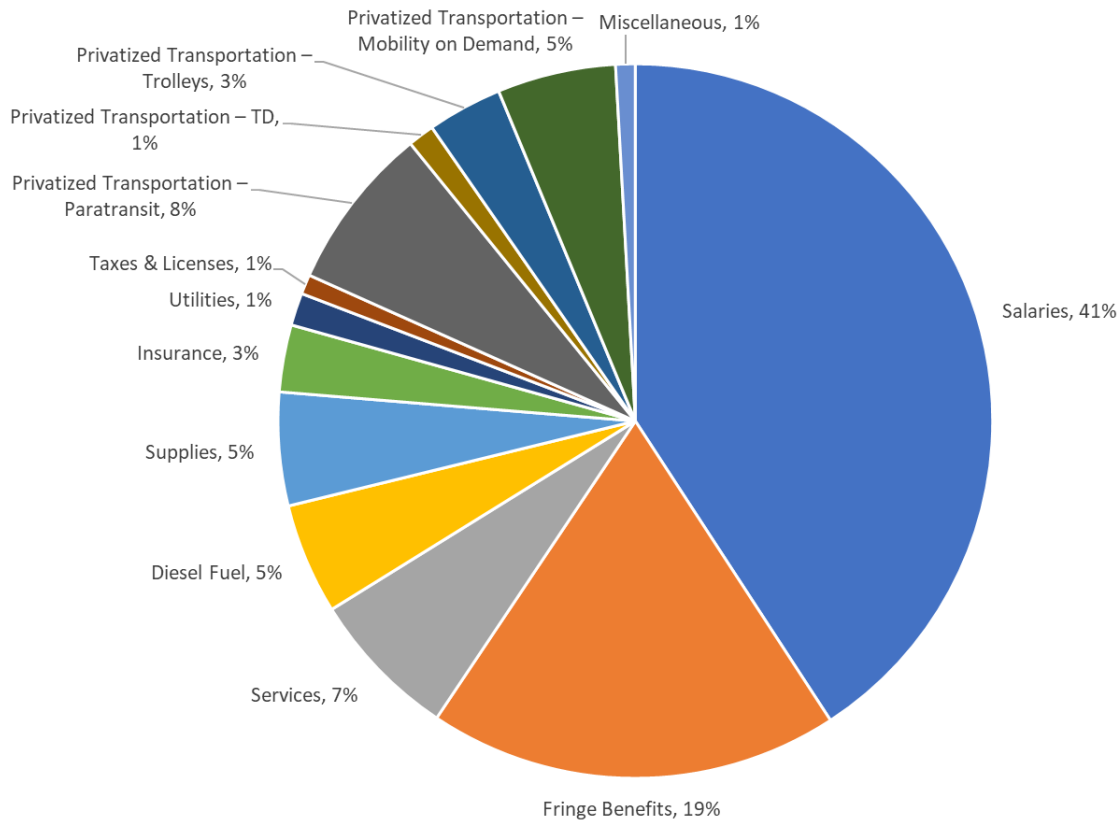


## FY 2024 OPERATING BUDGET OVERVIEW EXPENSES

Expenses	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Salaries	40,732,982	45,575,910	44,417,900	46,388,760	4.44%
Fringe Benefits	17,959,737	20,952,710	20,051,076	21,383,390	6.64%
Services	5,498,381	7,129,850	7,200,180	7,795,340	8.27%
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Supplies	5,481,930	6,046,700	5,865,619	5,900,910	0.60%
Insurance	2,602,248	1,778,500	3,048,230	3,495,700	14.68%
Utilities	1,161,824	1,400,950	1,317,350	1,690,510	28.33%
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Privatized Transportation – Paratransit	8,077,990	8,764,550	8,487,020	8,592,810	1.25%
Privatized Transportation – TD	558,244	765,260	826,460	1,373,800	66.23%
Privatized Transportation – Trolleys	3,317,155	3,616,510	3,760,970	3,904,680	3.82%
Privatized Transportation – Mobility on Demand	3,718,334	6,203,960	5,039,340	6,177,480	22.59%
Miscellaneous	937,453	1,538,670	1,172,850	1,024,460	-12.65%
<b>Total Operating Expenses</b>	<b>\$ 97,771,622</b>	<b>\$ 113,276,130</b>	<b>\$ 109,843,885</b>	<b>\$ 114,511,920</b>	<b>4.25%</b>



## FY 2024 OPERATING BUDGET OVERVIEW EXPENSES



### Expense Assumptions:

- Salaries (\$44.4 million projected year-end in FY 2023) are budgeted at \$46.4 million and include:
  - Salary rate increases are included for union supervisors.
  - Step increases for union employees adjusted to reflect their additional year of tenure.
  - Administrative employees to receive a 3.5% increase.
  - Adopted salaries are assuming current vacancies will be filled during the new Fiscal Year.
- Fringe Benefits are budgeted to increase 6.64% over the FY 2023 projected year-end mainly due to increased retirement costs and with the assumption of no vacant positions.
- Services are budgeted to increase 8.27% over the FY 2023 projected year-end primarily due to additional general contractor maintenance, security services, and software licensing.
- Diesel Fuel is expected to see a significant 25.07% decrease in operating costs. Combined factors of locking in to take



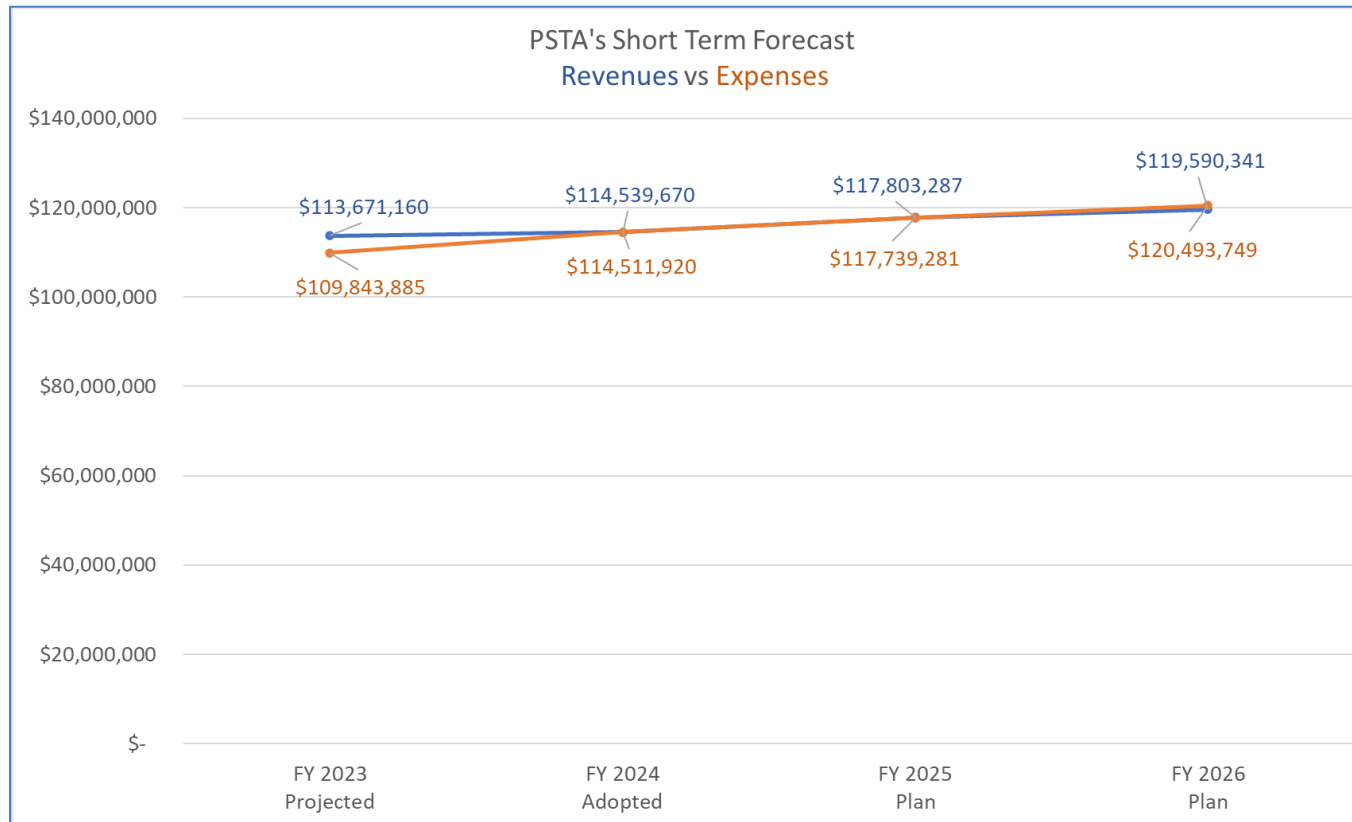


- advantage of decreased market costs and the expanding implementation of electric buses have resulted in approximately \$1.9 million in savings compared to FY 2023 year-end projections.
- Supplies are budgeted to increase 0.6% due to anticipated additional repair parts in FY 2024.
  - Insurance is budgeted to increase 14.68% over the FY 2023 projected year-end due to anticipated market increases.
  - Utilities are budgeted to increase 28.33% over the FY 2023 projected year-end due to inflationary rate increases, and the expanding implementation of electric buses.
  - Privatized Transportation – Access PSTA Paratransit is budgeted to increase 1.25% over the FY 2023 projected year-end due to increases in contractual rates and ridership.
  - Privatized Transportation – Transportation Disadvantaged (TD) is budgeted to increase 66.23% over the FY 2023 projected year-end due to increases in contractual rates and ridership.
  - Privatized Transportation – Trolleys are budgeted to increase 3.82% compared to FY 2023 year-end projections due to contractual rate increases and increases in service hours.
  - Privatized Transportation – Access PSTA Mobility on Demand is budgeted to increase 22.59% over the FY 2023 projected year-end due to continued increases in ridership based on current year trends.
  - Miscellaneous expenses are projected to decrease by 12.65% from the FY 2023 year-end projection due to an agency wide effort to reduce non-personnel budget requests.



## FINANCIAL OPERATING FORECAST

PSTA's Short Term Forecast							
Revenue / Expenses Line	FY 2023 Projected	Escalation	FY 2024 Adopted	Escalation	FY 2025 Plan	Escalation	FY 2026 Plan
Passenger Fares	\$ 7,639,030	-3.75%	\$ 7,352,200	0.00%	7,352,200	0.00%	7,352,200
Auxiliary	850,860	-34.07%	560,960	-6.41%	525,000	3.81%	545,000
Non-Transportation	2,279,620	-44.95%	1,255,000	3.00%	1,292,650	3.00%	1,331,430
Taxes	69,682,040	11.67%	77,816,710	7.00%	83,263,880	7.00%	89,092,351
Local Assistance	1,563,110	6.95%	1,671,690	3.00%	1,721,841	3.00%	1,773,496
State Reimbursement - Fuel Tax	658,280	15.00%	757,030	6.00%	802,452	6.00%	850,599
State Grants	12,309,860	-2.92%	11,950,690	-20.63%	9,485,265	0.00%	9,485,265
Federal Grants	18,649,130	-29.74%	13,103,390	1.41%	13,288,000	-31.61%	9,088,000
Federal Grants MPO Pass-Thru	39,230	83.53%	72,000	0.00%	72,000	0.00%	72,000
<b>Total Operating Revenues</b>	<b>\$ 113,671,160</b>	<b>0.76%</b>	<b>\$ 114,539,670</b>	<b>2.85%</b>	<b>\$ 117,803,287</b>	<b>1.52%</b>	<b>\$ 119,590,341</b>
Salaries	\$ 44,417,900	4.44%	\$ 46,388,760	3.50%	\$ 48,012,367	3.50%	\$ 49,692,799
Fringe Benefits	20,051,076	6.64%	21,383,390	7.50%	22,987,144	7.50%	24,711,180
Services	7,200,180	8.27%	7,795,340	0.00%	7,795,340	0.00%	7,115,340
Diesel Fuel	7,700,600	-25.07%	5,769,810	0.00%	5,769,810	0.00%	5,769,810
Supplies	5,865,619	0.60%	5,900,910	0.00%	5,900,910	0.00%	5,580,910
Insurance	3,048,230	14.68%	3,495,700	0.00%	3,495,700	0.00%	3,495,700
Utilities	1,317,350	28.33%	1,690,510	0.00%	1,690,510	0.00%	1,690,510
Taxes & Licenses	956,290	6.06%	1,014,270	0.00%	1,014,270	0.00%	1,014,270
Privatized Transportation - Access PSTA Paratransit	8,487,020	1.25%	8,592,810	0.00%	8,592,810	0.00%	8,839,810
Privatized Transportation - TD	826,460	66.23%	1,373,800	0.00%	1,373,800	0.00%	1,373,800
Privatized Transportation - Trolleys	3,760,970	3.82%	3,904,680	0.00%	3,904,680	0.00%	3,904,680
Privatized Transportation - Access PSTA Mobility on Demand	5,039,340	22.59%	6,177,480	0.00%	6,177,480	0.00%	6,280,480
Miscellaneous	1,172,850	-12.65%	1,024,460	0.00%	1,024,460	0.00%	1,024,460
<b>Total Operating Expenses</b>	<b>\$ 109,843,885</b>	<b>4.25%</b>	<b>\$ 114,511,920</b>	<b>2.82%</b>	<b>\$ 117,739,281</b>	<b>2.34%</b>	<b>\$ 120,493,749</b>



Inflation is at its highest in 30 years and has seen an increase from a national average of 1.88% over the last 10 years to almost 9% locally. To ensure a balanced operating budget, PSTA's strategy is to strive to keep expenses flat over the next two years as we continue to utilize the remaining one-time Federal Transit Administration (FTA) COVID-19 relief funds for operations, allowing other revenue sources to increase, to meet a more normal inflation rate in the future. All costs outside personnel are being held flat. In addition, PSTA will start

charging fares on the SunRunner that has been fare free during its inaugural period and is looking to increase pricing after the first two rides on the Paratransit Access Mobility on Demand program. By taking these actions PSTA is able to balance the Fiscal Year 2024 Budget and implement some very key projects that positively impact the community and are supportive of our triple bottom line sustainability strategic plan.



## **PSTA ORGANIZATION**

### **Profile of the Authority**

The Pinellas Suncoast Transit Authority (The 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 200 buses and 20 trolleys serve 42 fixed routes including two express routes to Hillsborough County. Pinellas County is 280 square miles with approximately 970,532 residents. 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 Florida.

The Authority serves most of the unincorporated area and 21 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 Shores are not members of the Authority; however, St. Pete Beach and Treasure Island do contract for trolley service.

### **Officials**

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, governs the Authority.

### **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 4,395 bus stops, 658 shelters, 14 transfer hubs, 4 customer service centers, and a fleet of 210 fixed route vehicles. During fiscal year 2022,

Authority vehicles traveled a total of 9.1 million revenue miles, providing approximately 636,000 hours of service, and 8.5 million total passenger trips.



Two, (2) convenient Park-N-Ride lots are provided for intermodal connections to local and commuter express bus routes. PSTA entered into an agreement with the City of St. Petersburg and St. Petersburg Trolley to re-design and improve current circulator service in downtown St. Petersburg. This circular traveled 64,474 miles, provided 9,912 hours of service and 54,597 passenger trips. 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. This service traveled 400,000 miles, provided 30,017 hours of service and 336,483 passenger trips.

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 at <http://www.psta.net>. The Transit App now contains integrated PSTA route and real-time



information. 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 InfoLine, visiting a Customer Service Center, or Google trip planner and the Transit App. In addition, real-time bus arrival information is available through the PSTA website, by calling the Customer Service Info-Line, through text messaging, Transit App and displayed on message display signs at the terminals and at laybys throughout the County. Information is now available to the public at <http://ridepsta.net> or by downloading the real-time bus information app.

Passengers enjoy the convenience of loading a bicycle onto special racks on the front of every bus and trolley. A special video 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.

PSTA launched "Direct Connect" in February of 2016. Direct Connect allows riders to use Uber or United Taxi to travel within a specific geographic zone to or from a series of designated stops. From there, riders can connect with the regular PSTA public transit system.

PSTA, Uber and United Taxi join together to celebrate the success of this first-ever public-private partnership.

Persons with disabilities who are unable to use regular bus service may be eligible for an ADA Paratransit service. Paratransit services provide people with disabilities, including veterans, with rides to doctors' appointments, work, school, and other critical destinations. This curb-to-curb service is tailored for those who, because of their disability, are unable to independently use PSTA's regular, accessible buses.

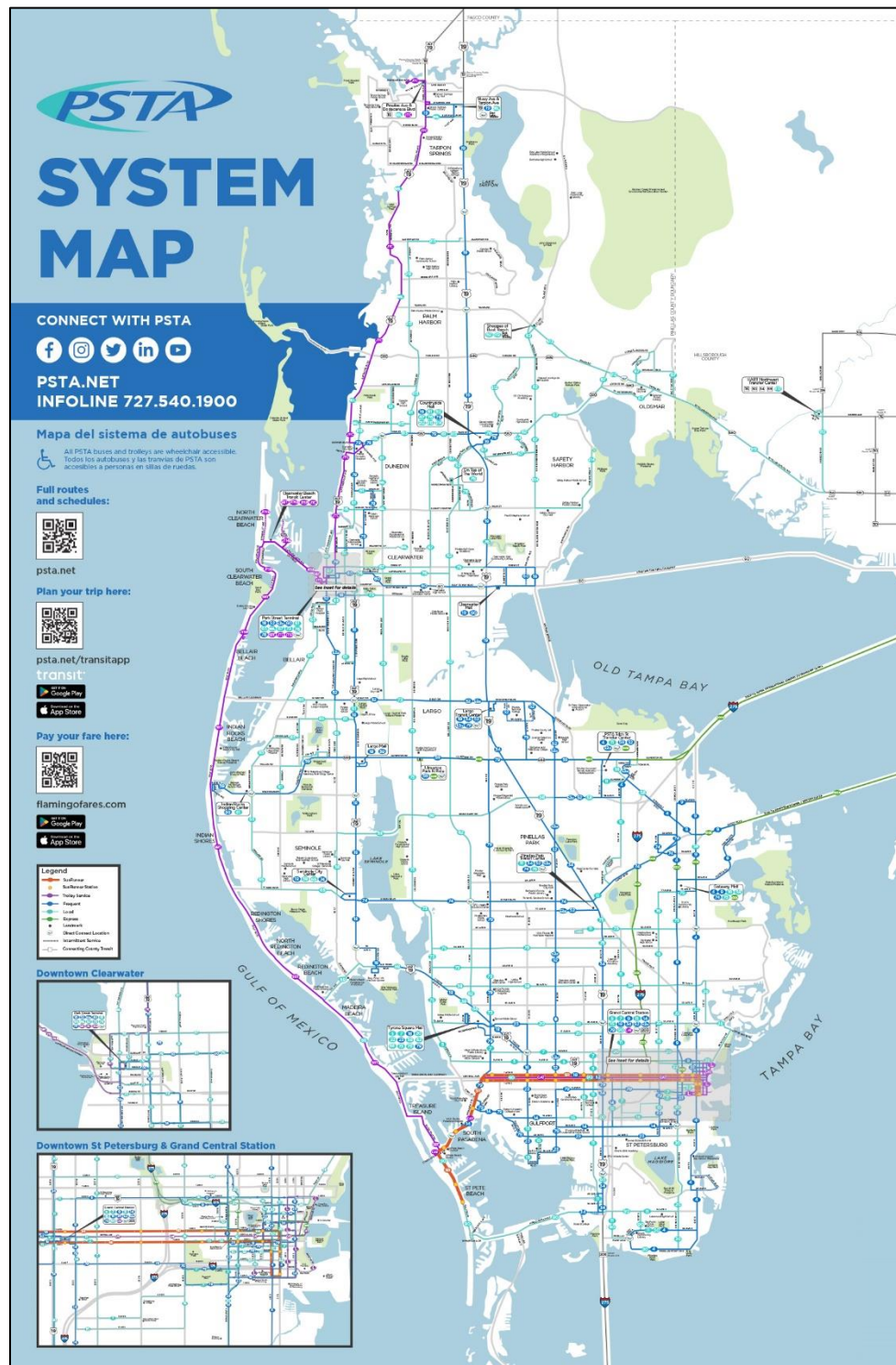
Since paratransit offers vehicles that are equipped with wheelchair lifts they are accessible to passengers in wheelchairs and scooters. Paratransit service is a complement to the Authority's fixed routes, with service available to certified customers during the same days and hours as the fixed route bus service. Paratransit traveled 3.9 million miles, provided 298 thousand hours of service and 362 thousand passenger rides.

### **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, Information Technology, Project Management, Operations, Maintenance, Human Resources, and Marketing. Additionally, there are departments that support these functions.



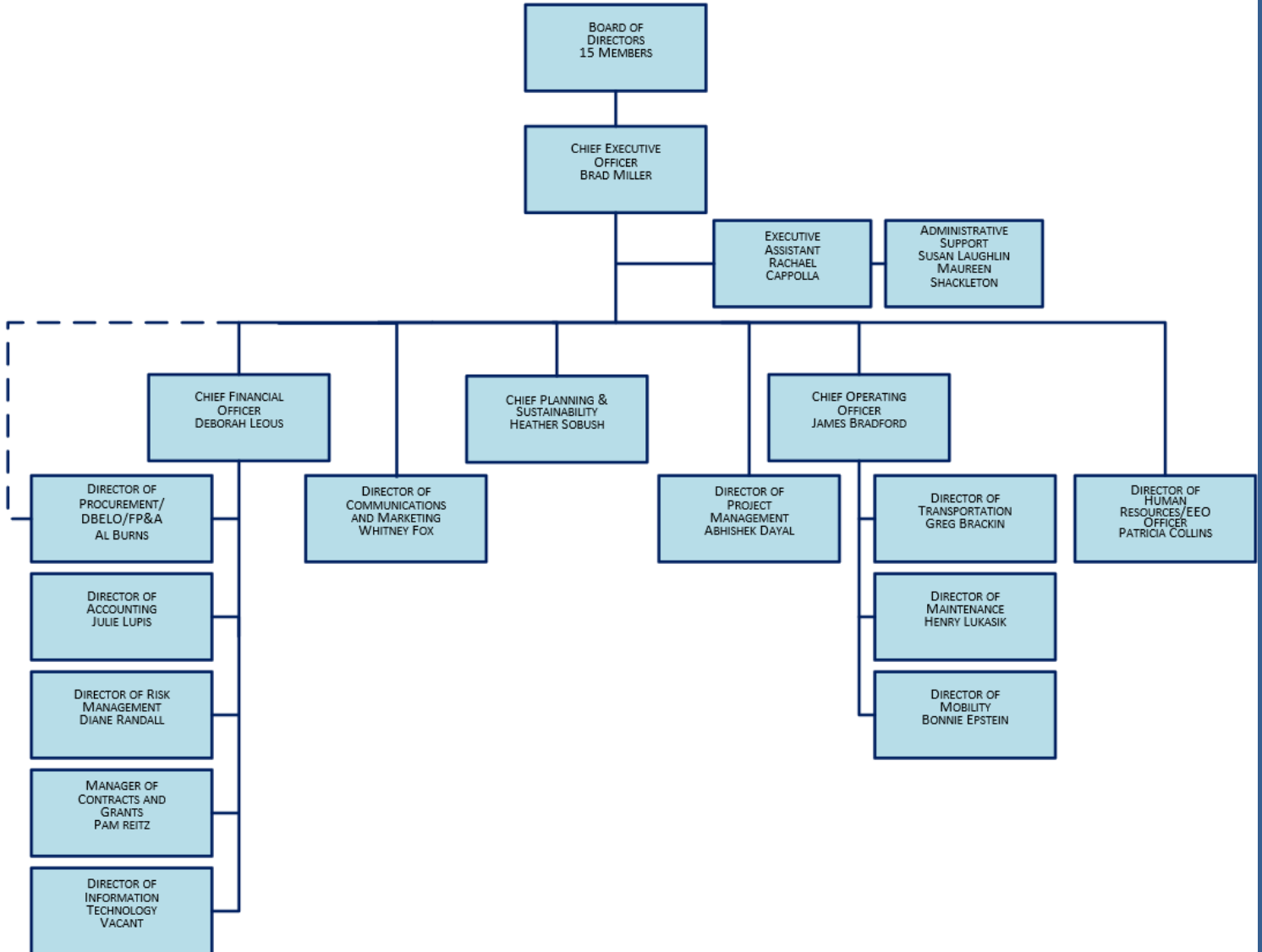
## PSTA ORGANIZATION







## PSTA ORGANIZATION





## PSTA ORGANIZATION

POSITION CHANGES BY DIVISION Current and Anticipated				
DIVISION	FY 2022	FY 2023	FY 2024	FY 2023 VS FY 2024
Executive Division	4	5	5	0
Finance Division	30	29	29	0
Planning Division	14	14	10	-4
Human Resources Division	7	8	8	0
Marketing Division	9	10	13	+3
Information Technology Division	8	8	9	+1
Project Management Division	8	8	8	0
Transportation Division	456	458	446	-12
Mobility Division	22	24	24	0
Maintenance Division	103	107	107	0
General Function Division	0	0	0	0
Insurance Division	0	0	0	0
<b>Total</b>	<b>661</b>	<b>671</b>	<b>659</b>	<b>-12</b>

a – Added Positions

b – Position Removed

c – Position Transferred

**Planning Division decreased by four (4).** Four (4) positions were transferred into the Marketing Division: an External Affairs Officer, a Business Partnership Manager, a Public Engagement Planner, and a Public Engagement Coordinator.

**Marketing Division increased by three (3).** One (1) position was removed for a Videographer position. Four (4) positions were transferred from the Planning Department referenced above.

**IT Division increased by one (1).** One (1) position was added for a System Analyst.

**Transportation Division decreased by twelve (12) positions.** Twelve (12) fewer operator positions will be budgeted. This will be put into effect through normal attrition.



## BUDGET POLICIES AND PROCESS

### Summary of Budget and Accounting Policies

Pursuant to the Special Act which created the Authority and Florida Statutes Chapter [F.S. 189.016](#), the annual operating and capital budget authorizing expenditure of funds shall be adopted annually by the Board of Directors and is the statutory spending authority.

Government resources are accounted for based upon the purpose for which they are to be spent and the means by which spending activities are controlled.

The Pinellas Suncoast Transit Authority is accounted for as a Business Type Activity (Enterprise Fund), as defined by Governmental Accounting Standards Board (GASB) Statement No. 34, Basic Financial Statements – Management's Discussion and Analysis – for State and Local Governments and its budget and financial statements are presented on the accrual basis of accounting.

Enterprise funds distinguish operating revenues and expenses from non-operating items. Operating revenues and expenses generally result from providing services in connection with the fund's principal ongoing operational activities. Charges to customers represent the Authority's principal operating revenues and include passenger fees, and revenues from use of its capital assets for advertising, and right-of-way activities. Operating expenses include the cost of operating, maintaining, and supporting transit services and related capital assets, administrative expenses, and depreciation. All revenues and expenses not meeting this definition are reported as non-operating or other revenues and expenses.

### Basis of Accounting

Basis of accounting refers to when revenues and expenditures or expenses are recognized in the financial statements. Basis of accounting relates to the timing of the measurements made, regardless of the measurement focus applied. PSTA uses accrual accounting for the Enterprise Fund. Under this method, revenues are recognized when they are earned, and expenses are recognized when they are incurred, regardless of when the related cash flows take place. Property taxes are recognized as revenues in the year for which they are levied, and grants are recognized as revenue as soon as all eligibility requirements imposed by the provider have been met, including that the eligible expenses have been incurred. Grants received in advance of revenue recognition by the Authority are shown as unearned grants revenue.

### Basis of Budgeting

The preparation, approval, adoption and execution of PSTA's budget comply with Florida Statute, Chapter [F.S. 189.016](#).

Budgets for Proprietary Funds (Enterprise) use the accrual basis of accounting. Revenues are recognized in the period in which they are earned and expenditures are recognized in the period in which the liability is incurred.

The Annual Financial Statements show the status of PSTA's finances on the basis of generally accepted accounting principles. Generally, this is the way the budget is prepared, with the following exceptions:

The acquisition of capital assets is budgeted and depreciation is not budgeted. The fiscal year required pension contributions during the fourth quarter of the fiscal year, are appropriated in the



## **BUDGET POLICIES AND PROCESS**

budget, but are reported in the annual financial statements as deferred outflow of resources. The accounting for PSTA's proportionate share of the Florida Retirement System net pension liability is not part of the budget. The accounting for other postemployment benefits is not part of the budget.

Accordingly, the Net Position Available to Budget consists of cash and cash equivalents, accounts receivable, and grants receivable less accounts payable, accrued expenses, compensated absences, claims and judgements, and unearned revenue.

### **Definition of a Balanced Budget**

The Board of Directors of the Authority shall adopt a budget by resolution each fiscal year. The total amount available from taxation and other sources, including balances brought forward from prior fiscal years, must equal the total of appropriations for expenditures and reserves. At a minimum, the adopted budget must show for each fund, as required by law and sound financial practices, budget revenues and expenditures and organizational unit, which are at least at the level of detail required by the annual financial report under [F.S. 218.32 \(1\)](#).

### **Budget Adjustments and Transfers**

Budget adjustments are designed to give PSTA limited flexibility in its budgetary proceedings. They may generally be approved for one of three reasons. First, a mistake may have been made in the original approved budget. Because the budget cycle begins so early in the year, it is very easy to overlook certain items that should have been included, or to over or under estimate the expenses or need for other items. A second reason for which transfers may be approved is emergency purchases. In many instances,

equipment, supply, or maintenance costs must be incurred at a higher level than could have been anticipated due to a breakdown of equipment, the assumption of a new service, or unusually large contract prices. A third justification for an adjustment is an avoidance of future cost increases. Such opportunities often arise when products or services can be purchased at a certain time rather than putting off the purchase until a later date.

Budget adjustments exist for very specific reasons as noted above. They should not be used to balance an organization's budget each month. Operating within one's available budgetary resources is a managerial responsibility, and one, which should be taken very seriously. The approved budget is only a plan and can be adjusted as circumstances change; however, it should be adhered to as closely as possible.

When needs are less than originally anticipated or prices come in lower than budgeted, excess funds should accrue as savings to PSTA. They should not be considered as available dollars for additional expenditures. These accrued savings become cash forward in the next year's budget, which is very valuable resource in maintaining service levels and avoiding tax rate increases.

Any budgetary division may request a transfer. To do so, a completed Budget Transfer Request Form must be submitted to the Budget Department. The submitted form must contain all information requested including cost center information, justification for the transfer, the amount of the transfer, the origin and destination of funds, and signed approval of the appropriate Chief, Director or designee. Should there be insufficient space on the form to provide adequate justification; an additional page may be attached. Incomplete forms will be returned to the requesting Division.



## **BUDGET POLICIES AND PROCESS**

Upon receipt of a completed Budget Transfer Request Form, the Budget Department reviews the information provided for accuracy and evaluates the merits of the request. Once all necessary information requirements have been satisfied, the office processes a journal voucher to document the proposed transfer for auditing purposes.

The request for transfer of funds requires the Division Chief or Department Director's signature. The term "Division" shall, in this instance, refer to any of the Divisions into which PSTA's budget is divided. "Department" shall mean all designated subdivisions of these Divisions.

Transfers that require the expenditure from contingencies may only be made with the approval of the PSTA Chief Executive Officer. All transfers by the Chief Executive Officer will be recorded as approved.

Transfers that require the transfer of monies from one Division to another shall require approval of the Chief Executive Officer or the Chief Financial Officer.

Once the appropriate authority has approved a transfer request, it shall be the responsibility of the Budget Department to ensure that an accurate report is forwarded to the Budget staff in the form of a journal voucher, complete with all necessary supporting information and approval of the Director of Finance and the Chief Financial Officer.

### **Amendments**

Request for appropriations of funds not previously budgeted will be processed as budget amendments as required by Florida Statutes, Chapter [F.S. 189.016](#). All budget amendments that increase the annual budget require the approval of the PSTA Board of Directors.

### **General Fiscal / Budget Policies**

The annual operating budget of PSTA shall balance the public transit service needs of the community with the fiscal capabilities of PSTA. It is intended to achieve the goals and objectives established by the PSTA Board for the following fiscal year. PSTA programs will represent public transportation needs in compliance with various State and Federal regulations. A balance between personnel and other classes of expenditures will also be achieved.

PSTA recognizes that its citizens deserve a commitment from PSTA to be fiscally responsible, and that a balanced operating budget is the cornerstone of fiscal responsibility. Annual operating expenses will be fiscally balanced with revenues or income estimates that can reasonably and normally be planned to be received during the fiscal year. New programs or changes in policies, which would require the expenses of additional operating funds, will be funded either through reductions in existing programs of lower priority or through adjustments to fees, service charges, or taxes. Requests for new or changes to programs or policies will be accompanied by an analysis of the short and long-term impact on the operating budget caused by such changed or new program or policy.

New programs, services, or facilities shall be based on general citizen demand or need.

PSTA shall prepare and implement a Capital Improvement Plan (CIP) that shall schedule the funding and construction of projects for a five-year period. The CIP shall balance the needs for improved public facilities, as identified in PSTA's comprehensive plan, within the fiscal capabilities and limitations for PSTA.

PSTA shall maintain its accounting records in accordance with generally accepted accounting principles (GAAP), applied to governmental units



## **BUDGET POLICIES AND PROCESS**

as promulgated by the Governmental Accounting Standards Board (GASB).

PSTA shall provide funding for public services on a fair and equitable basis, and shall not discriminate in providing such services on the base of race, sex, color, religion, national origin, or physical handicap.

Budgets for all PSTA Divisions and all other PSTA expenses shall be under PSTA Board appropriation control.

Preparation of PSTA's budget shall be in such a format as to allow correlation with the costs reported in PSTA's Annual Financial Statements.

### **FISCAL POLICIES FOR INVESTMENTS AND DEBT**

#### **Investments**

The PSTA investment policy is to invest public funds in a manner which will maximize safety, while still meeting the daily cash flow demand and earning a fair yield relative to the risk assumed. The investment policy conforms to all states statutes and local ordinances governing the investment of public funds. The objectives are safety of principal, liquidity to meet all operating requirements, which can be anticipated, and yield. This policy is required to be reviewed annually by the Board of Directors to consider changing economic, market and regulatory environments.

#### **Debt**

Currently PSTA has no debt issued. However, the PSTA debt policy is designed to guide the process to determine when and for which purpose incurring debt is a prudent financial strategy. In addition, it provides the guidance for issuing, managing and accounting for any debt prudently issued in the future. This policy is required to be revised annually by the Board of Directors to

consider changing economic and regulatory environments.

### **FISCAL POLICY FOR ANNUAL OPERATING REVENUE AND EXPENSES**

#### **Revenue**

Revenue projections will be based on an analysis of historical trends and reasonable assumptions of future conditions.

Revenue estimates will be made on a reasonably conservative basis to ensure that estimates are realized.

The operating budget will be prepared based on 96.5% of the certified taxable value of the property tax roll.

PSTA will not use long-term debt to finance expenses required for operations.

The operating budget will be balanced using current year revenues to finance current year expenses. Net position reserves shall not normally be budgeted as a resource to support routine annual operating expenses. Net position reserves may be budgeted as a resource to support capital, debt, or extraordinary major maintenance needs on a non-recurring basis, or as reserves to be carried forward.

As early as practical in each annual budgeting cycle, the PSTA Board shall give direction to administration as to the circumstances under which an ad valorem tax millage increase would be considered. Normally, such direction should be given in February of each year in conjunction with the setting of a tentative budget calendar.

Fees should be collected on all PSTA provided services for which specific users may be readily identified and use may be reasonably quantified. The amount of the fee should be based on actual





## BUDGET POLICIES AND PROCESS

costs incurred in providing the services (or facility), and shall be reviewed at least biannually. The degree to which fees shall recover full costs shall be a policy determination of the board, but in no instance should it exceed that total cost.

### Requirements

Normal maintenance requirements necessary to sustain the basic asset value will be included in the budget of the proper operating fund.

Contractual obligations and compensation plans for employees will be provided.

As early as practical in the budget process, the PSTA Board shall discuss with Administration, PSTA staffing for both current and planned years.

Capital will be provided for major improvements and automation of services based on multiple-year planning and appropriate cost benefit analysis. Each year, as early as practical, the PSTA Board shall discuss specific capital replacement requirements and policies for the upcoming year.

Future capital improvement requirements and replacement will be included in operating plans requiring such reserves as may be necessary. The annual amount set aside to provide reserves for future capital requirements should be consistent with individual fund needs.

Along with all other required budget material submitted by Division Chiefs and Directors in March and April of each year, the Director of Risk Management shall prepare an estimate of amounts to be budgeted for workers' compensation, self-insured, and other related claims.

### Net Position

The net position will be maintained by using a conservative approach in estimating revenues

and by ensuring that expenditures do not exceed appropriations.

Any anticipated deficit at year-end will be provided for in the current year's transfers from net position.

### BUDGET PROCESS AND CALENDAR

The budget process for special districts in Florida is in large part statutorily driven as outlined in the following timetable. (For further detail, please refer to the Florida Statutes Chapter [F.S. 189.016](#).

Every employee of PSTA has a role in preparing the budget. The budget needs to be formulated, prepared, implemented, and evaluated. Each Chief and Director is accountable to the Chief Executive Officer for the performance of their respective personnel and whether or not their Division meets their objectives within the allocated resources.

PSTA uses an annual budget format in which the first year establishes the appropriated budget and is used for financial planning to assist with projecting a multi-year budget strategy. Enabling strategic as well as tactical thinking, the multi-year format provides for improved decision making with a longer-term focus on goal achievement and infrastructure maintenance.

The budget relies on the identification of essential transportation needs of Pinellas County residents, and budget and financial priorities including the identification and ranking of critical transit services.

The following outlines the various stages of budget development and administration and identifies the roles and responsibilities of the key participants in the process:

### The Planning Phase



## **BUDGET POLICIES AND PROCESS**

Budget development begins in February each year when plans are set forth for next year's budget process. The Budget Department reviews areas of continuous improvement from the previous year's process. Objectives for the next year's process are designed, and plans are made to overcome any prior challenges.

Multi-year projections are prepared. In addition, instructions and examples are reviewed, training classes are arranged, and the budget calendar dates are set. At the beginning of April, the tentative calendar is distributed to all divisions along with a reminder of the dates for the budget process.

### **The Preparation Phase**

The budget kick-off sets the pace for the preparation of the budget and is presented in a meeting. Provided is the financial status of PSTA, economic growth, and issues that need to be addressed during future budget work sessions.

Divisions are directed to return a status quo program budget and requests for service improvements (if any) for consideration.

The staff of the Budget Department reviews the submitted requests with each of the divisions and their respective departments; changes to the requests are made at this time. Once all changes have been completed, the Chief Executive Officer reviews the final product. After the review, work sessions are scheduled with the divisions, Budget Department staff, and the Chief Executive Officer for any final changes. These reviews begin in April and continue until the proposed budget is submitted to the PSTA Board. A proposed balanced budget is presented to the PSTA Board at a regularly scheduled Board meeting in June.

Leading up to the Board presentation in June, specific budget topics are presented and discussed each month starting in March. Topics include key budget assumptions, the capital improvement program, personnel assumptions, service adjustments, and other key topics as needed.

### **The Review and Adoption Phase**

Board and Planning Committee work sessions, held in a public setting, are scheduled for the remainder of July and August. In these sessions, the PSTA Board reviews budget issues and recommends funding of said issues.

During this period, the Notice of Proposed Property Taxes, otherwise known as TRIM (Truth in Millage) notices, are prepared and mailed by the Property Appraiser. Published on the TRIM notice is the date of the first public hearing to adopt the tentative millage rate and the tentative budget.

The purpose of the public hearing is to give the public an opportunity to speak for or against the proposed millage rate and budget. At the end of the first public hearing, a date and time is announced for the final public hearing. An advertisement for the hearing is placed in a local newspaper. This ad contains summary budget information along with the tentative millage rate and the tentative approved budget based on the first hearing. Also noted are the time, date and location for the final hearing.

The purpose of the final public hearing is to give the public a second opportunity to speak for or against the millage rate and budget. At this meeting, the PSTA Board adopts the final millage rate and budget. Within the next three days the Property Appraiser, Tax Collector and State Department of Revenue must be notified of the adopted millage rate. The Tax Collector mails



## **BUDGET POLICIES AND PROCESS**

final tax invoices to property owners at the beginning of November.

### **Amendments after Adoption**

As provided in Florida Statute, [F.S. 189.016](#), once the budget is adopted it may be amended by the PSTA Board at any time within a fiscal year and 60 days following, in the following manner:

Appropriations for expenses in the fund may be decreased and other appropriations in the same fund correspondingly increased, if the total of the appropriations of the fund are not changed.

Appropriations from the Reserve for contingencies may be made to increase the appropriation for any particular expense in the same fund, or to create an appropriation in the fund for any

lawful purpose, but expenses may not be charged directly to the reserve.

Revenue of a nature or source not anticipated in the budget and received for a specific purpose such as grants, donations, gifts, or reimbursement for damages may, by resolution of the Board, be appropriated and expended for that purpose.

Increased receipts for enterprise or proprietary fund received for a particular purpose may, by resolution of the Board, be appropriated and expended for that purpose.

Any amendment to the budget not specified above may be authorized by resolution of the Board following a public hearing.



## **BUDGET PROCESS CALENDAR**

February	Priority decisions are made on bus types and needs for the Capital Improvement Program. Initial meetings to strategize the FY 2024 Capital Budget with directors begins.
March	Distribution of FY 2024 budget instruction package for personnel. Operating budget request meeting is held for Budget Calendar and Key Assumptions. Meetings held to discuss Capital Budget requests and initiatives with Directors.
April	Divisions submit all operating budget requests for financial review. Second meeting held for Personnel Assumptions to be reviewed. Meetings with PSTA Chiefs and Directors begin for senior level discussion on operating budget requests.
May	Senior level discussion on operating budget requests. Meetings with the CEO, Chiefs, and Directors begin for senior level discussion on operating budget requests. Meetings held to discuss Service Initiatives.
June	Receipt of Estimate of Taxable Values from the office of the Pinellas County Property Appraiser. Third discussion regarding Capital Improvement Project held with Directors. First Draft of FY 2024 operating and capital budget and FY 2024 to FY 2028 capital improvement plan is submitted to Board of Directors.
July	Property Appraiser delivers certification of taxable value. Revision of Proposed Budget and recommendation of Proposed Millage. Final meetings regarding Capital Improvement Project requests held with CEO and Directors. Board of Directors approves proposed millage rate per state statute.
August	PSTA advises the Property Appraiser of the proposed millage rate, the rolled back millage rate and date, time and place of a public hearing to consider the proposed millage rate and proposed budget. Planning Committee reviews second draft of proposed FY 2024 budget. Updated proposed FY 2024 operating and capital budget and FY 2024 to FY 2028 capital improvement plan is submitted to the Board of Directors.
September	First public hearing to be held on the proposed budget and millage rate. Final public hearing date, intent to adopt final millage rate and budget are advertised in the local newspaper. Final public hearing is held adopting resolutions for both the final millage rate and budget.
October	Beginning of FY 2024. Within thirty (30) days following adoption of final millage and budget resolution, PSTA must certify that it has complied with the provisions of Chapter 200, Florida Statutes, to the Ad Valorem Tax, Department of Revenue.



**Local Government TRIM Timetable**  
**(State Guidelines)**

<b><u>Day #</u></b>	<b><u>"Typical" Date</u></b>	<b><u>Agency</u></b>	<b><u>Activity</u></b>
<b>1</b>	July 1 or Date of Certification, whichever is Later	Property Appraiser	Property Appraiser delivers certification of taxable value (DR-420) to taxing authority.
<b>Within 15 Days</b>	July 15	Taxing Authority	Budget Office submits tentative budget to taxing authority.
<b>Within 35 days</b>	August 2	Taxing Authority	Taxing authority advises Property Appraiser of proposed millage rate, and date, time and place of the 1 <sup>st</sup> public hearing to consider proposed millage rate and tentative budget.
<b>55 days</b>	August 21	Property Appraiser	Property Appraiser mails notice of proposed property taxes (DR-474, TRIM Notice).
<b>Between 65/80 days after certification</b>	September 3 – Sept 19 (Monday thru Friday after 5:00PM or Saturday)	Taxing Authority	1 <sup>st</sup> public hearing is held to adopt tentative millage rate and budget. This hearing cannot be held sooner than 10 days following the mailed TRIM notice.
<b>Within 15 days after 1<sup>st</sup> public hearing</b>	Sept. 20 – October 4	Taxing Authority	Advertisement of final millage rate and budget and final public hearing schedule within 15 days after the tentative millage rate and budget are adopted.
<b>Between 2-5 days after ads</b>	Sept. 18 – October 3	Taxing Authority	Final millage rate and budget hearing. The final millage rate and budget are adopted at this hearing. This hearing CANNOT be held sooner than 2 days nor later than 5 days after it is advertised in the newspaper.



Within 3 days after final adoption	Sept. 23 – October 11	Taxing Authority	Taxing authority certifies adopted millage to Property Appraiser, Tax Collector, and the Department of Revenue.
	Typically, After the Value Adjustment Board (VAB) hearings	Property Appraiser	Certify final tax roll to taxing authorities, form DR-422
	No Later Than 3 Days After Receipt of the Notice of Final Taxable Value	Taxing Authority	Taxing authority completes and certifies DR-422 to Property Appraiser. This shall be completed and returned no later than 3 days after receipt.
	Within 30 Days of Final Millage Taxable Value	Taxing Authority	Taxing authority certifies compliance with Sections 200.065 and 200.068, F.S., to the Dept. of Revenue.



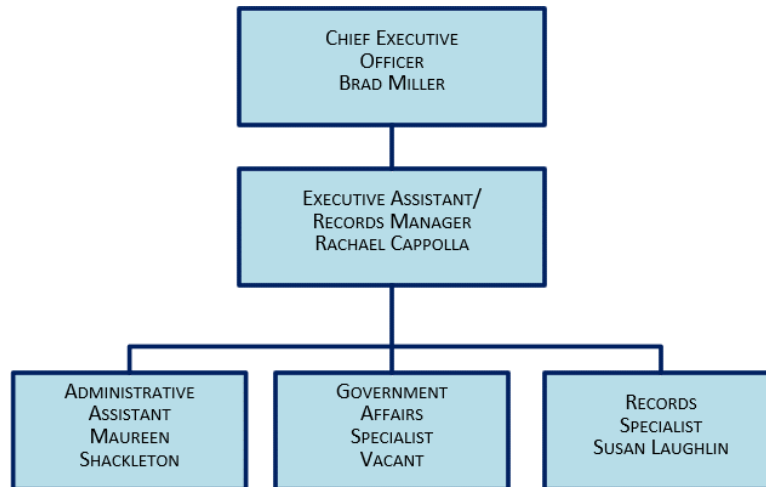
# EXECUTIVE DIVISION







## EXECUTIVE DIVISION OVERVIEW



### EXECUTIVE DIVISION




The Executive Division 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.
- 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 fiscal, environmental, and socially sustainable public transit system by striving to provide services and facilities that customers want and need, prioritize customer satisfaction and to encourage the support development of our more than 600 employees. All these efforts must only be accomplished while ensuring financial accountability and stewardship of the system and improving our environmental footprint. In addition, the Executive Office is responsible for PSTA's records management, including public records requests and records retention, in accordance with Federal, State, and Local requirements.


## EXECUTIVE DIVISION OVERVIEW

### Current Key Initiatives

 <b>Healthy Communities &amp; Workforce</b>	<p>PSTA believes in addressing community and workforce opportunities. These opportunities include implementing resilience strategies to support continuity of transit service and reduced risks of climate change, promoting safety and security for riders and employees, expanding community engagement, improving customer service, expanding workforce training opportunities, and enhancing the wellbeing of the community and employees.</p>
 <b>Environmental Sustainability</b>	<p>Environmental sustainability for PSTA includes expanding energy conservation, efficiency, and renewable energy projects; improving fuel efficiency; establishing a sustainability staff position; reducing water consumption and improving water efficiency; improving effective waste management and recycling; establishing green procurement policies; and reducing greenhouse gas emissions.</p>
 <b>Economic Vitality</b>	<p>PSTA's approach toward economic vitality for riders, employees, and the agency itself includes improving ridership and mobility, improving operating expense performance, and establishing sustainable procurement policies. PSTA's primary goal is to maintain service and to fully participate in collaborative transportation policy and priority setting as well as financial partnerships with other federal, state, regional, and local partners to ensure that PSTA has financial stability for both capital projects and operations in the long term.</p>



## EXECUTIVE DIVISION PERFORMANCE COUNTS SCORECARD



Executive Department Scorecard, FY23

Achievement Percentage

100%

90 - 99.99%

≤ 89.99%

Metric Code	Metric	Performance Goals	Q1 Performance Results	Q2 Performance Results	Q3 Performance Results	Q4 Performance Results	Quarterly Goal Points	Q1 Earned Points	Q2 Earned Points	Q3 Earned Points	Q4 Earned Points	Year To Date
E1	Executive Budget Adherence	≤0%	-12.04%	-13.61%	-13.79%	-13.25	5	5.5	5.5	5.5	5.5	5.5
E2	Public Records/Sunshine Law Compliance (number of instances outside performance goals per year)	≤4/year	0	0	0	0	50	55	55	55	55	55
E4	Records Retention Compliance	Q1-3: report showing cubic ft. disposed or ready to be disposed Q4: more cubic ft. disposed than previous year	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	20	20	20	20	20	20
E5	Paper Reduction (Sustainability)	Q1-3: report showing department paper usage; Q4: use less paper than previous year (4 cases)	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	15	15	15	15	15	15
E6	Diversity and Inclusion Awareness (DEI)	Each department member participate in one Diversity & Inclusion webinar per quarter.	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	10	10	10	10	10	10
E7	One-on-One Meetings	17 manager/ employee 1-on-1's completed per quarter	32	34	40	35	5	5.5	5.5	5.5	5.5	5.5
Overall Performance Score							105	111	111	111	111	111

**Q2 Executive Scorecard Notes**

E4 - Chart showing records reaching retention; disposition approval forms emailed to Directors  
 E5 - 3 cases ordered for Executive Department

**Q1 Executive Scorecard Notes**

E4 - Chart showing records reaching retention; disposition approval forms emailed to Directors  
 E5 - 0 cases ordered for Executive Department



## EXECUTIVE DIVISION OVERVIEW

### EXECUTIVE DIVISION BUDGET

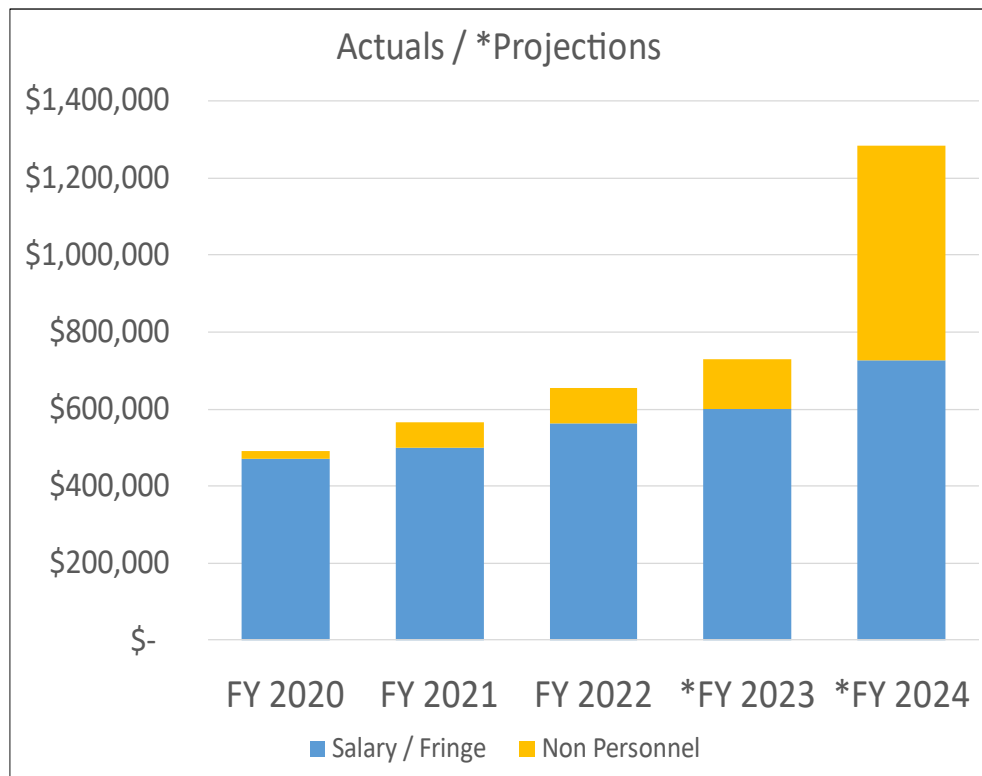
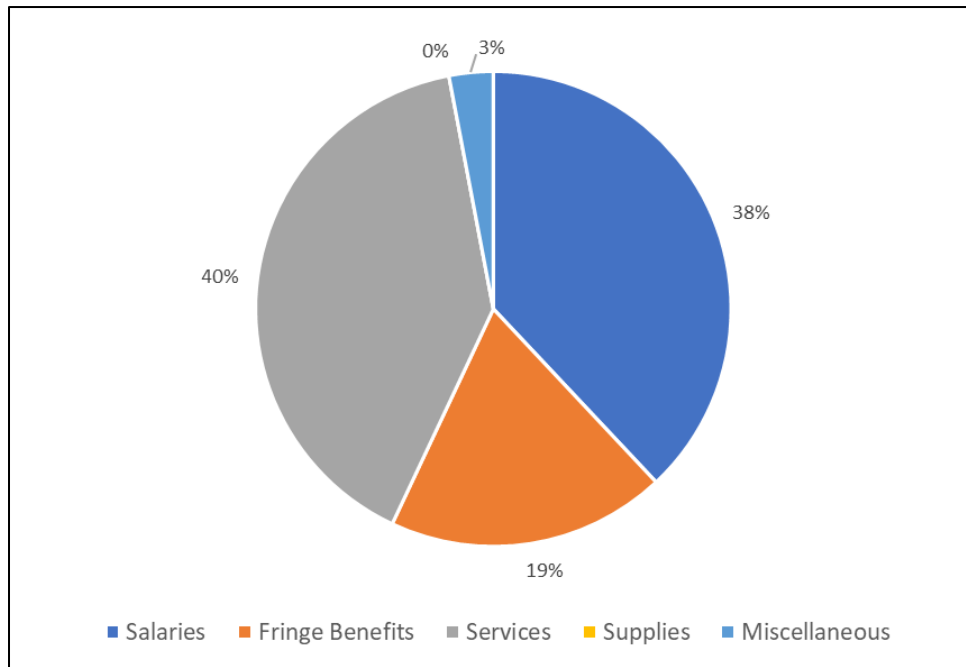
Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Salaries	\$ 409,420	\$ 499,460	\$ 440,920	\$ 481,940	9.30%
Fringe Benefits	\$ 152,140	\$ 228,000	\$ 164,230	\$ 244,600	48.94%
Services	\$ 60,000	\$ 60,000	\$ 93,500	\$ 519,300	455.40%
Supplies	\$ 830	\$ 4,500	\$ 3,530	\$ 4,450	26.06%
Miscellaneous	\$ 32,040	\$ 37,120	\$ 32,940	\$ 34,220	3.89%
<b>Total Operating Expenses</b>	<b>654,430</b>	<b>829,080</b>	<b>\$ 735,120</b>	<b>\$ 1,284,510</b>	<b>74.73%</b>

Line Items Shifted in FY '24				
To / (From)	Division	Category	Account Description	Amount
To:	Executive	Services	Legal Services	\$ 270,300
(From):	General Function	Services	Legal Services	\$ (270,300)
To:	Executive	Services	Lobbyist Fees	\$ 174,000
(From):	General Function	Services	Lobbyist Fees	\$ (174,000)

- Salaries and fringe benefits expenses are increasing due to normal increases and with the assumption that vacancies will be filled.
- Services increased due to legal services and lobbying services being moved to Executive from the General Function division.
- Supply expenses increased marginally for replacement of outdated equipment.
- Miscellaneous expenses increased marginally due to higher anticipated travel, meetings, and training.



## EXECUTIVE DIVISION OVERVIEW





**Pinellas Suncoast Transit Authority**

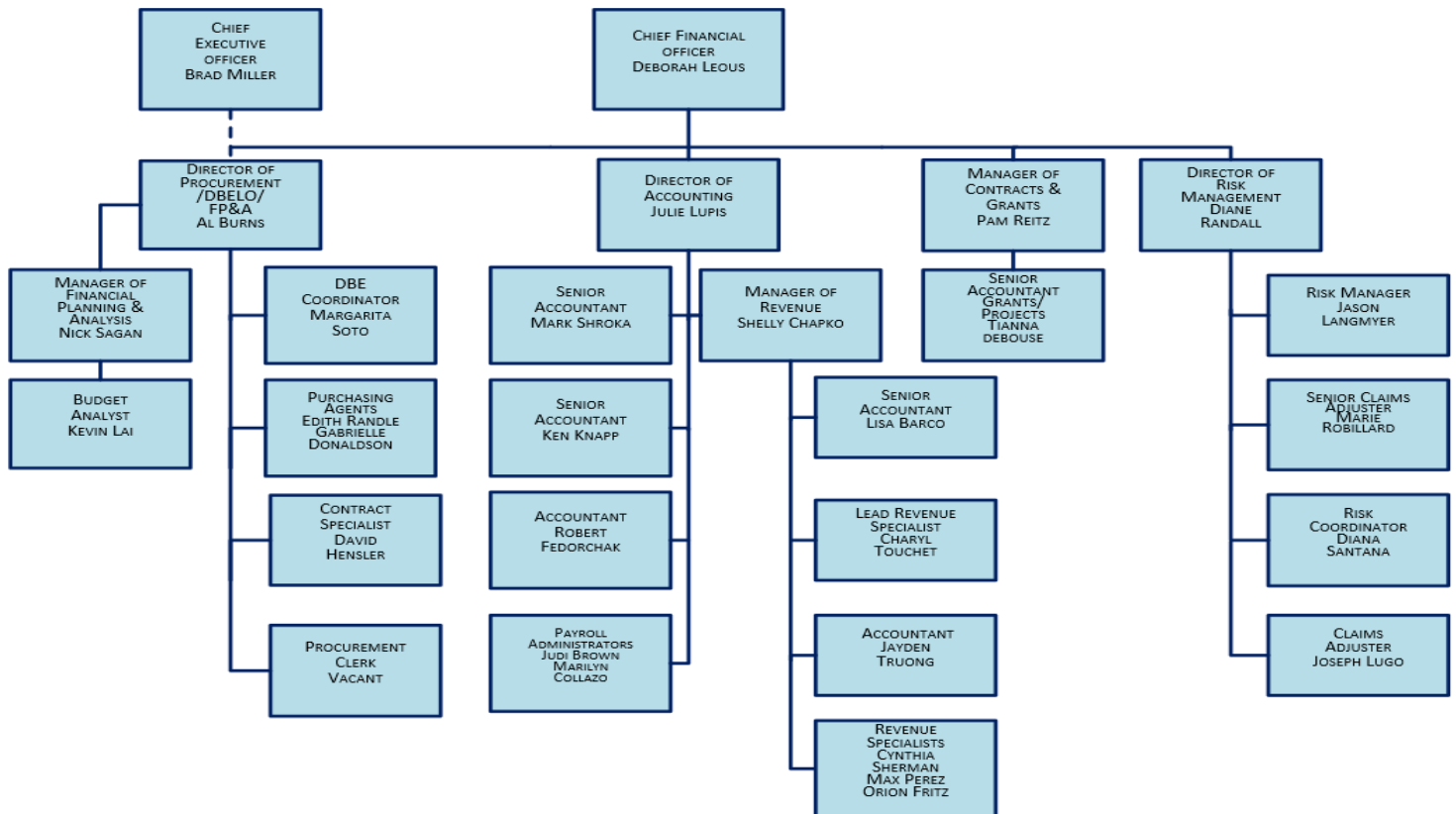
**ADOPTED FY 2024 BUDGET**

# FINANCE DIVISION





## 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 (5) departments in the Finance Division are: Financial Planning and Analysis, Accounting, Procurement, Risk Management, and Grants Administration.

The Accounting Department is responsible for the financial books and records of the Authority; the Payroll functions; and reconciliation of all bank and investment accounts. In addition, the

Accounting Department is responsible for the preparation of all financial reports including the audited Pinellas Suncoast Transit Authority's Annual Financial Report. The Accounting Department 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, and supervision of the revenue center, as well as preparation of projected cash flows.

The Procurement Department is responsible for supporting the operations and capital improvements of PSTA by procuring materials, parts, supplies, equipment, fuel, utilities and services in



## **FINANCE DIVISION OVERVIEW**

accordance with PSTA Procurement Policies and Procedures, and appropriate grant requirements. The department maintains bidders' lists, vendor files, vendor directories and procurement contracts. In addition, the Department is responsible for the Disadvantaged Business Enterprise (DBE) program and reports directly to the Chief Executive Office regarding this function. The DBE Liaison Officer assists DBE's, MBE's, WBE's, and other small businesses to maximize opportunities in their participation in PSTA procurements and is responsible for DBE reporting. In addition, the responsibility of the operating and capital budget falls under the direction of the Director of Procurement, with the Financial Planning and Analysis team reporting to that position.

The Financial Planning and Analysis responsibilities include preparation of the Authority's annual budget and monitoring of expenditures against the adopted budget. They are also responsible for the preparation of long-range financial reports for budget planning. In addition, the department assists in the preparation of the five-year capital plan, and monitoring and reporting on all capital projects.



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 have 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 and vehicle liability claims.

The Grants and Contracts Department has the primary responsibility for applying for grants at the Federal, State and Local level; monitoring and reporting on all grant related activities; and for grant compliance with State and Federal Authorities. The department is also responsible for all non-procurement contract files and timely preparation of grant draw downs.




## FINANCE DIVISION OVERVIEW

### Current Key Initiatives

 <p><b>Healthy Communities and Workforce</b></p>	<p><b>Resilience</b></p> <p>Support agency efforts to integrate resilience into operations and planning decisions, prioritize capital projects that focus on sustainable energy sources and improving PSTA's resilience to natural events, and incorporate resilience into the Continuity of Operations Plan.</p>
	<p><b>Safety &amp; Security</b></p> <p>Support safety &amp; security initiatives through the PTASP and implementation of a comprehensive Safety Management System.</p>
	<p><b>Diversity, Equity, &amp; Inclusion</b></p> <p>As the department responsible for DBE reporting, assist DBE's, MBE's, WBE's, and other small businesses to maximize opportunities in their participation in PSTA procurements. The procurement team promotes DBE participation and continuously monitors the program's progress by identifying areas which may present issues to small companies; providing support and information on upcoming projects; and aiding prime contractors in achieving their goal commitment.</p>
 <p><b>Environmental Sustainability</b></p>	<p><b>Energy</b></p> <p>Support and assist the agency with funding opportunities that prioritize sustainable energy sources including implementing sub-metering programs, conducting energy audits, upgrading fixtures and facilities for energy efficiency, and renewable energy projects. Incorporate green construction requirements into procurement solicitations.</p>
	<p><b>Water</b></p> <p>Support and assist the agency with funding opportunities that prioritize sustainable water use including implementing sub-metering programs, conducting water audits, and upgrading fixtures and facilities for water use efficiency. Incorporate green construction requirements into procurement solicitations.</p>
	<p><b>Waste &amp; Recycling</b></p> <p>Support and assist the agency with funding opportunities that prioritize sustainable waste and recycling practices, including waste audits and improving</p>




	recycling. Incorporate green construction requirements into procurement solicitations.
	<b>Greenhouse Gas &amp; Criteria Air Pollutants</b>  Support and assist the agency with funding opportunities that prioritize environmentally friendly vehicles. Incorporate environmental policies into procurement solicitations.
 <b>Economic Vitality</b>	<b>Ridership &amp; Mobility</b>  Support and assist the agency with ridership & mobility initiatives including the expansion of UPASS/CPASS programs, fare capping policy implementation, and funding for capital projects for facilities.
	<b>Operating Expenses</b>  Improve efficient operations and cost reductions while maintaining a reserve.
	<b>Procurement</b>  Incorporate sustainability into procurement policies and procedures.
	<b>Capital Projects</b>  Support and assist the agency with capital projects that advance PSTA's sustainability efforts including facility upgrades, renewable energy sources, and environmentally friendly vehicle fleet replacements.



Pinellas Suncoast Transit Authority

ADOPTED FY 2024 BUDGET

## FINANCE DIVISION PERFORMANCE COUNTS SCORECARD

<div><div></div><div>Finance Department Scorecard, FY23</div></div>												Achievement Percentage	
												100%	
												90 - 99.99%	
												≤ 89.99%	
Metric Code	Metric	Performance Goals	Q1 Performance Results	Q2 Performance Results	Q3 Performance Results	Q4 Performance Results	Quarterly Goal Points	Q1 Earned Points	Q2 Earned Points	Q3 Earned Points	Q4 Earned Points	Year To Date	
FN2	Timely Accounting Close (# of business days after month end)	Less than or equal to: Q1: 15 Q2: 12 Q3: 11 Q4: 13	15	12	11	12	25	25	25	25	27.5	26	
FN3	AR Outstanding - Annual Rolling Average Percent of Accounts Over 90 days	≤ 13%	8%	7%	8%	8%	10	11	11	11	11	11	
FN7	Finance Budget Adherence	≤0%	-19.87%	-16.50%	-16.01%	-15.88%	20	22	22	22	22	22	
FN9	90% of department employees complete at least one professional development, ERG, DEI or volunteer activity (DEI)	Q1: 22.5% Q2: 45% Q3: 67.5% Q4: 90%	83%	97%	97%	97%	20	22	22	22	22	22	
FN10	Auto Liability Claims Cost/100,000 Revenue Miles	Measure claims cost/100,000 revenue miles with variant identified => \$12,312	\$ 11,849	\$ 12,230	\$ 11,994	\$ 12,043	15	15.6	15	15.4	15.3	15.4	
FN12	Paper Reduction (Sustainability)	<40 cases	6	12	20	37	5	6	6	6	5.4	6	
FN13	One-on-One Meetings	65 manager/ employee 1-on-1's completed per quarter	44	122	152	116	5	0	5.5	5.5	5.5	4	
Overall Performance Score							100	102	106	106	109	106	
Finance Scorecard Notes													

**FINANCE DIVISION OVERVIEW****FINANCE DIVISION BUDGET**

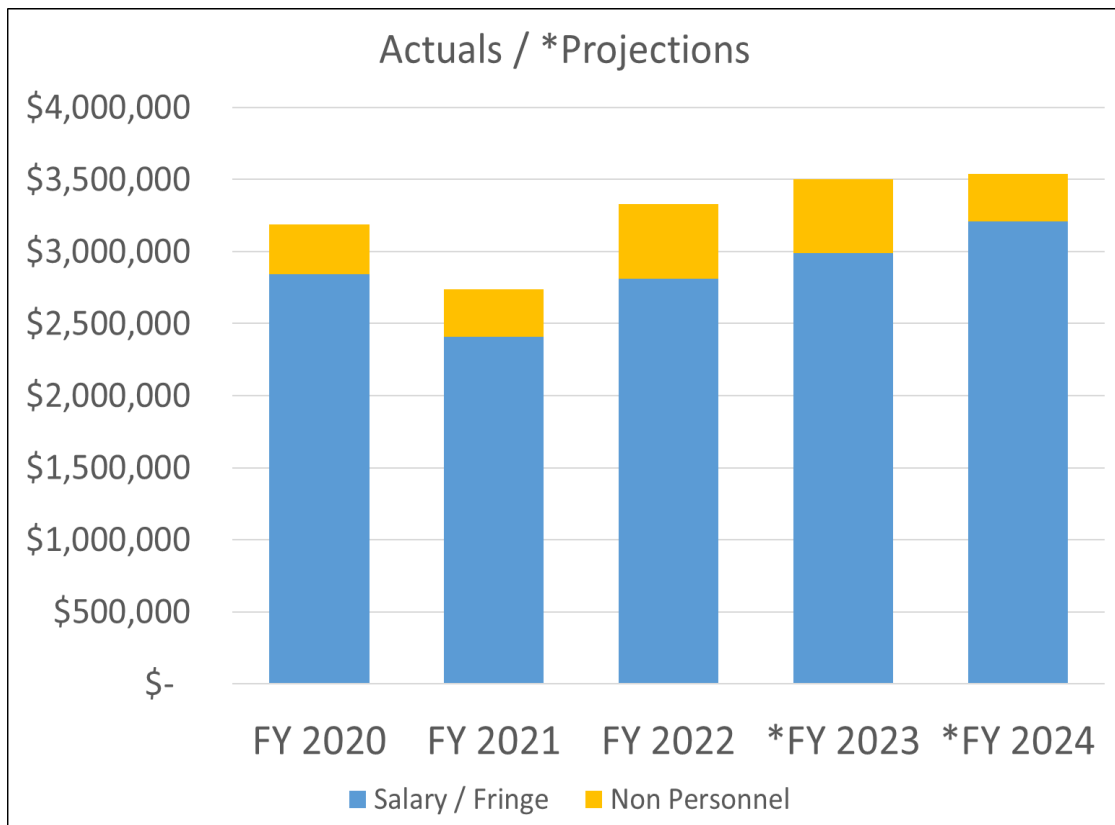
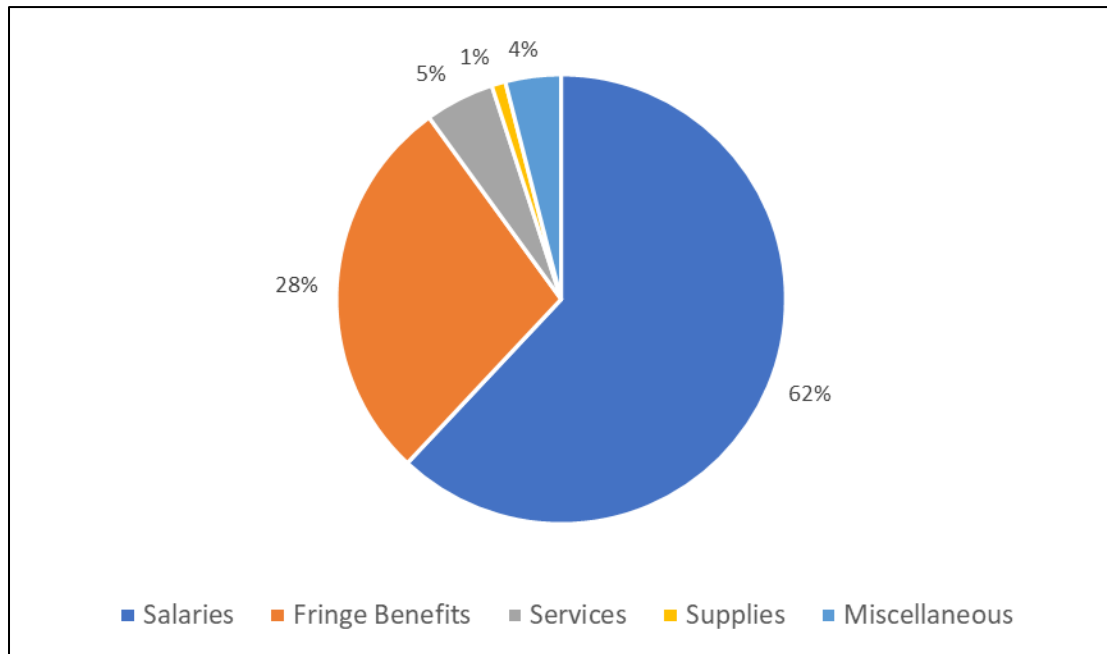
Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Salaries	\$ 2,090,370	\$ 2,185,360	\$ 2,136,120	\$ 2,232,060	4.49%
Fringe Benefits	\$ 721,730	\$ 972,480	\$ 869,110	\$ 975,120	12.20%
Services	\$ 174,140	\$ 196,600	\$ 160,850	\$ 165,980	3.19%
Supplies	\$ 244,490	\$ 406,200	\$ 210,560	\$ 39,800	-81.10%
Miscellaneous	\$ 100,640	\$ 262,750	\$ 139,690	\$ 127,930	-8.42%
<b>Total Operating Expenses</b>	<b>\$ 3,331,370</b>	<b>\$ 4,023,390</b>	<b>\$ 3,516,330</b>	<b>\$ 3,540,890</b>	<b>0.70%</b>

Line Items Shifted in FY '24				
To / (From)	Division	Category	Account Description	Amount
To:	General Function	Services	Temporary Help	\$ 10,000
(From):	Finance	Services	Temporary Help Contingency	\$ (10,000)

- Salary and fringe benefit expenses are increasing due to normal salary increases and with the assumption that vacancies will be filled.
- Service expenses increased due to increases in consulting services.
- Supply expenses are projected to decrease due to an existing stock of Tickets & Passes which will be used through the next fiscal year.
- Miscellaneous expenses decreased due to less Other Miscellaneous Expenses and in banking fees related to Flamingo Fares.



## FINANCE DIVISION OVERVIEW





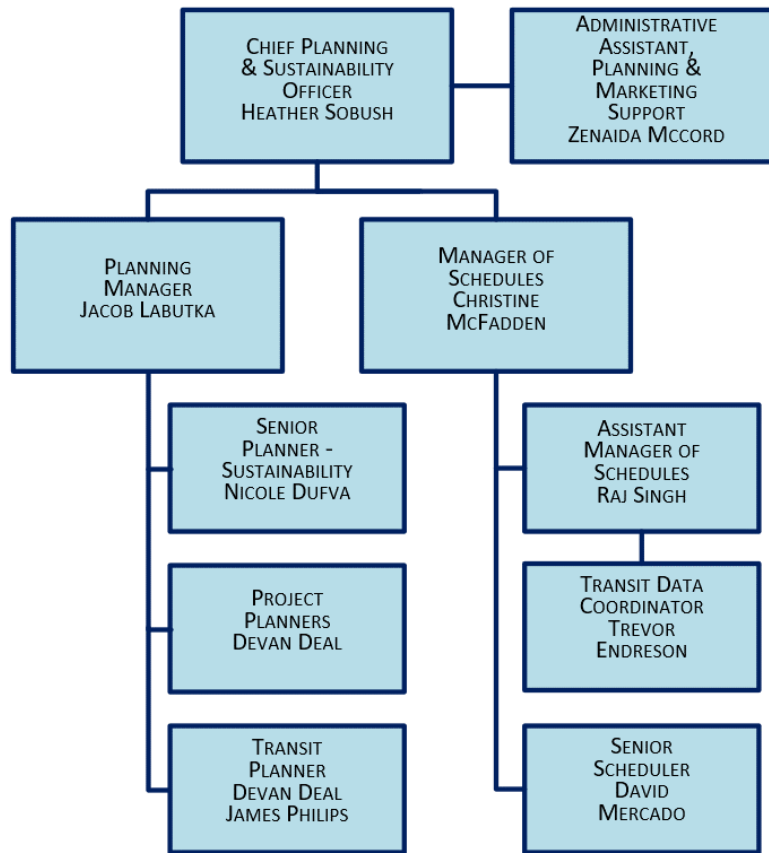
**Pinellas Suncoast Transit Authority**

**ADOPTED FY 2024 BUDGET**

## PLANNING DIVISION



## PLANNING DIVISION OVERVIEW



### PLANNING DIVISION

The Planning Division works with all divisions of PSTA and various project stakeholders in the development and update of the PSTA vision for public transportation, related policies, implementation strategies, and funding opportunities, including the PSTA Sustainable Strategic Plan (“sustainability plan”). This is accomplished through:

- Close coordination with partner agencies on the integration of the PSTA’s Transit Development Plan and PSTA’s sustainability plan into county and regional plans as appropriate.
- Prioritization and programming of transit projects within agency and partner plans and work programs.
- Management of corridor studies, environmental analyses, and conceptual engineering to incrementally include new facilities and rapid bus services in the PSTA system.
- Continued ongoing collaboration with transportation partners such as FDOT, FTA, Forward Pinellas (County MPO), HART, Pinellas County, and TBARTA as well as local municipalities.





## PLANNING DIVISION OVERVIEW

- Creation of grant applications to federal, state, and local partner agencies and organizations.
- Monitoring of and engagement in industry innovation trends and new technology availability.
- Development and execution of schedule improvements and innovative mobility concepts within available resources.

In addition to spearheading the overall agency service vision and sustainability plan, the Planning Division prepares and develops key plans for the agency such as the 10-year Transit Development Plan and Annual Progress Reports, Title VI Reports, and participates in agency wide efforts such as the FTA Triennial Review. In addition, staff creates the foundation for the transit element in the Long-Range Transportation Plan (LRTP) and Transportation Improvement Program in cooperation with Forward Pinellas (MPO). The Division is also the primary liaison to the cities and county on planning and visioning issues and new development proposals.

The Planning Division is responsible for coordinating plans and policy changes with the public and agency partners at the staff level including Forward Pinellas (MPO), FDOT, TBARTA, Pinellas County, and the local municipalities of Pinellas County. Planning staff regularly participate in planning efforts conducted by Forward Pinellas (MPO), TBARTA, and local jurisdictions and routinely represents PSTA at a multitude of ad hoc and regular committees including, but not limited to:

- PSTA Transit Riders Advisory Committee (TRAC).
- FDOT Regional Transportation information exchange (R/TIES).
- Forward Pinellas (MPO):
  - Bicycle Pedestrian Advisory Committee (BPAC)
  - Citizens Advisory Committee (CAC)
  - Technical Coordinating Committee (TCC)



- Planners Advisory Committee (PAC)
- TBARTA Transit Management Committee (TMC).
- Tampa Bay Transportation Management Area (TMA) Leadership Team.
- City of St. Petersburg Complete Streets and Bicycle and Pedestrian Committees.
- Tampa Bay Regional Planning Council (TBRPC) Regional Resiliency Coalition.


In addition to the close coordination with partner agencies and the development of grant and funding agreements with these partners, the Planning Team within the Planning Division is responsible for innovative program development and project execution that leads to building the value of public transportation in the community. Innovation and new mobility projects include partnerships with transportation network companies, joint research with local universities on new technologies, demonstration projects using driverless vehicles, and new modal services such as waterborne transportation system integration.

The Scheduling Team within the Planning Division creates and administers the Operations work schedules, route maps and schedules, and monitors route schedule on-time performance (OTP). This department also manages PSTA's bus stop amenity database and manages many aspects of the Real Time Bus Information (RTBI) System. Statistical data management is jointly housed within the Planning and Scheduling Teams and includes collecting, recording, and reporting ridership and other non-financial operating information. In addition, this department completes statistical reports and surveys required by Federal, State and Local agencies, including reporting to the National Transit Database (NTD). This department also analyses and transmits data related to PSTA's participation in the American Bus Benchmarking Group (ABBG). Daily reports used by administration for management and control are also completed.

## PLANNING DIVISION OVERVIEW


### Current Key Initiatives

 <b>Healthy Communities and Workforce</b>	<b>Resilience</b> <p>Integrate sustainability and resiliency into planning decisions and reports, represent PSTA in regional resiliency efforts, and support prioritizing capital projects that focus on sustainable energy sources and improving PSTA's resilience to natural events.</p>
	<b>Diversity, Equity, &amp; Inclusion</b> <p>Support agency efforts to advance the Diversity, Equity, and Inclusion initiative and participate in leadership council. Develop equity assessment tool to evaluate equity as part of planning efforts.</p>
	<b>Community Engagement</b> <p>Engage the public through meaningful activities that listen to community needs. Support marketing efforts with impactful events and improving community sentiment. Continue online public engagement efforts for major PSTA projects.</p>
	<b>Customer Service</b> <p>Support customer service initiatives that improve the rider experience.</p>
 <b>Environmental Sustainability</b>	<b>Energy</b> <p>Support and assist the agency with grant and other funding opportunities that prioritize sustainable energy sources including renewable energy projects. Assist Finance team to incorporate green construction requirements into procurement solicitations for capital projects. Explore innovative solutions to improve efficiency.</p>
	<b>Water</b> <p>Support and assist the agency with grant and other funding opportunities that prioritize sustainable water use. Assist Finance team to incorporate green construction requirements into procurement solicitations for capital projects. Explore innovative solutions to improve efficiency.</p>

 <p><b>Economic Vitality</b></p>	<p><b>Waste &amp; Recycling</b></p> <p>Support and assist the agency with grants and other funding opportunities that prioritize sustainable waste and recycling practices. Explore innovative solutions to improve efficiency and maintain data collection and tracking mechanisms. Engage the public about PSTA’s environmental activities and initiatives.</p>
	<p><b>Greenhouse Gas &amp; Criteria Air Pollutants</b></p> <p>Support and assist the agency with grants and other funding opportunities that prioritize environmentally friendly vehicles.</p>
	<p><b>Ridership &amp; Mobility</b></p> <p>Support the agency with ridership &amp; mobility initiatives including the expansion of UPASS/CPASS programs, fare capping policy implementation, and funding for capital projects for facilities. Provide monitoring and evaluation of programs and services to improve the customer experience and increase ridership post-pandemic. Develop plans to increase ridership by increasing quality of transit service provided. Develop concepts and advance innovative mobility projects.</p>
	<p><b>Operating Expenses</b></p> <p>Support the agency to improve efficient operations and reduce costs while maintaining a reserve.</p>
	<p><b>Procurement</b></p> <p>Assist Finance with incorporating sustainability into procurement policies, procedures, and solicitations.</p>
	<p><b>Capital Projects</b></p> <p>Support and assist the agency with capital projects that advance PSTA’s sustainability efforts including facility upgrades, renewable energy sources, and environmentally friendly vehicle fleet replacements. Seek new funding sources and promote innovative ideas.</p>



## PLANNING DIVISION PERFORMANCE COUNTS SCORECARD

<div>Planning Department Scorecard, FY23</div>								<div>Achievement Percentage</div> <div>100%</div> <div>90 - 99.99%</div> <div>≤ 89.99%</div>				
Metric Code	Metric	Performance Goals	Q1 Performance Results	Q2 Performance Results	Q3 Performance Results	Q4 Performance Results	Quarterly Goal Points	Q1 Earned Points	Q2 Earned Points	Q3 Earned Points	Q4 Earned Points	Year To Date
PL2	Number of discretionary grant applications that get funded	Q1: Identify grant opportunities; Q2: Hold annual grant meeting with cross-agency team; Q3: Apply for two state & two federal grants (cumulative); Q4: Two discretionary grants/earmarks are funded	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	15	15	15	15	15	15
PL3	Number of funding partnerships	Q1=1; Q2=2; Q3=6; Q4=11	7	8	9	12	20	22	22	22	22	22
PL5	Innovation and demonstration project	Q1: Identify innovation/demo project opportunities Q2: Submit timeline for project implementation Q3: Demonstrate progress on innovation project Q4: Implement innovation project	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	15	15	15	15	15	15
PL6	Budget Adherence	≤0%	-33.75%	-20.52%	-19.32%	-18.89%	5	5.5	5.5	5.5	5.5	5.5
PL13	Sustainable Strategic Plan (SSP) and Climate Action Plan (CAP) (Sustainability)	Q1: Meet with departments / gather updates for progress report to the board; Q2: Present updates to PSTA board; Q3: Update SSP with new goals/projects/targets; Q4: Align FY24 scorecard with SSP and complete draft Climate Action Plan	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	20	20	20	20	20	20
PL18	Paper Reduction (Sustainability)	<3 cases	0	0	0	0	5	5.5	5.5	5.5	5.5	5.5
PL19	On Time Performance: Fixed Route	Improved OTP compared to previous year	-1%	0%	3%	0.03%	15	0	0	15	15	8
PL20	One-on-One Meetings	24 manager/ employee 1-on-1's completed per quarter	30	27	34	26	5	5.5	5.5	5.5	5.5	5.5
Overall Performance Score							100	89	89	104	104	96

**Q4 Planning Scorecard Notes**

PL2: State earmark for electric charging infrastructure; USDOT SMART Grant for AV Microtransit & Smart Signals;  
FTA Low-No for Electric Bus Expansion; FTA ADAS for ADAS in Bus Yard

PL5: Transit app outreach at terminals scheduled for end of September

PL3: Looper agreement renewal; pending St. Pete CAT fare buy down and TD co-pay buy down

**Q3 Planning Scorecard Notes**

PL2: State earmark for electric charging infrastructure; USDOT SMART Grant for AV Microtransit & Smart Signals;  
FTA Low-No for Electric Bus Expansion; FTA ADAS for ADAS in Bus Yard

PL5: Direct Connect integration continued to remain operational; Internal and external project team members selected to conduct Transit app outreach at terminals

**Q2 Planning Scorecard Notes**

PL3: Spring Break funding agreement

PL5: Innovation project is the integration of Direct Connect into Transit App

PL19: The Planning team is continuing to evaluate routes and work with Clever Devices to identify opportunities to improve OTP

**Q1 Planning Scorecard Notes**

PL3: St Pete Beach Trolley Agreement; Treasure Island Trolley Agreement; Clearwater DDB Jolley Trolley Agreement;  
Tarpon Springs Jolley Trolley Agreement; Dunedin Jolley Trolley Agreement; Pinellas County Jolley Trolley Agreement



## PLANNING DIVISION OVERVIEW

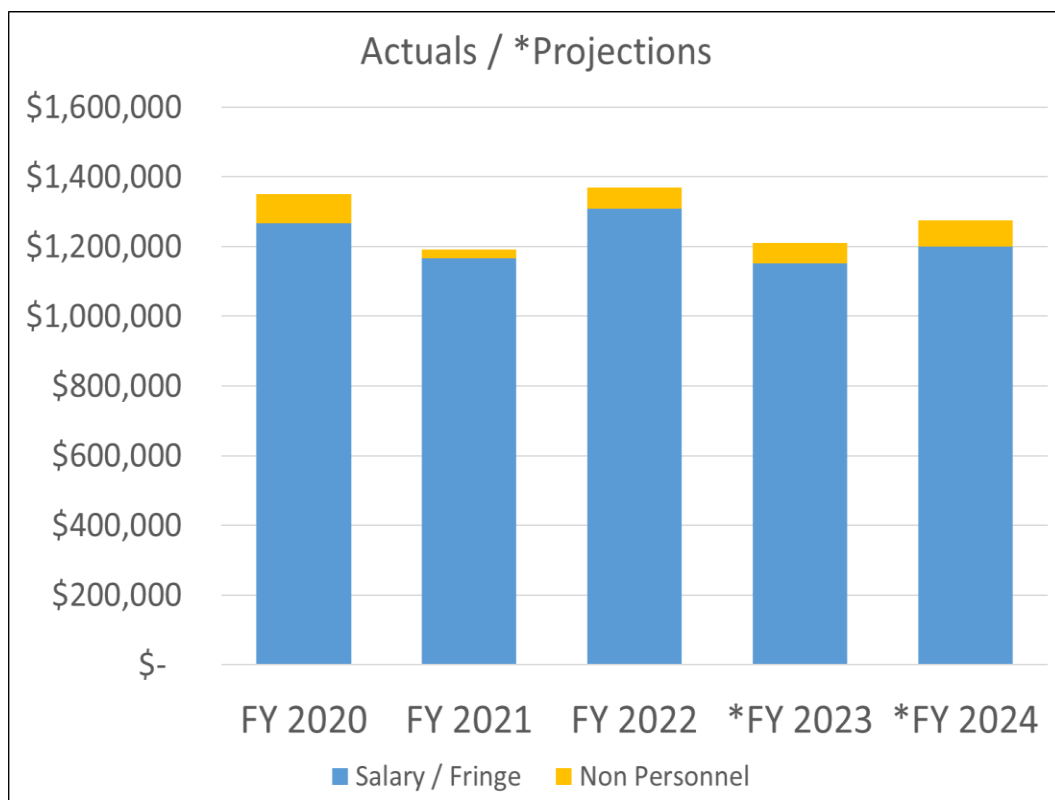
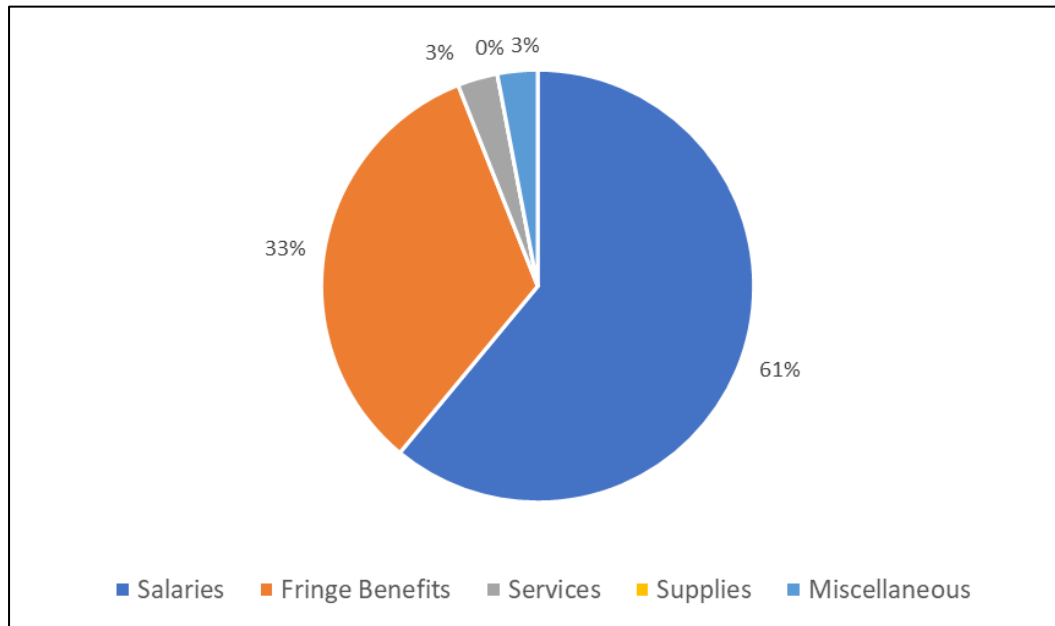
### PLANNING DIVISION BUDGET

Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Salaries	\$ 964,890	\$ 874,700	\$ 769,890	\$ 784,580	1.91%
Fringe Benefits	\$ 344,580	\$ 404,430	\$ 366,680	\$ 418,410	14.11%
Services	\$ 5,000	\$ 100,000	\$ 18,000	\$ 36,000	100.00%
Supplies	\$ 7,390	\$ 9,530	\$ 8,470	\$ 4,000	-52.77%
Miscellaneous	\$ 48,140	\$ 59,390	\$ 31,720	\$ 35,620	12.30%
<b>Total Operating Expenses</b>	<b>\$ 1,370,000</b>	<b>\$ 1,448,050</b>	<b>\$ 1,194,760</b>	<b>\$ 1,278,610</b>	<b>7.02%</b>

- Salaries are expected to increase marginally. Due to transfers that occurred part of the way through the current fiscal year, expenses are projected to be greater than next year when the transferred positions will be 100% attributable to the Marketing division.
- Fringe benefits expenses increased due to salary increases and rate increases.
- Service expenses increased due to additional professional technical services.
- Supply expenses decreased due to public engagement expenses that transferred to the Marketing division.
- Miscellaneous expenses increased due to a projected increase in travel and meetings.



## PLANNING DIVISION OVERVIEW







*Pinellas Suncoast Transit Authority*

*ADOPTED FY 2024 BUDGET*

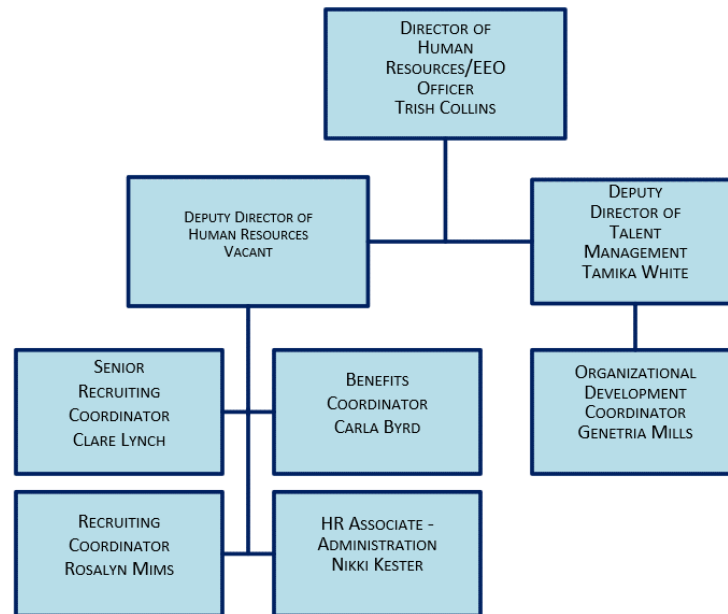
# HUMAN RESOURCES DIVISION







## HUMAN RESOURCES DIVISION OVERVIEW



### HUMAN RESOURCES DIVISION

The Human Resources Division is responsible for supporting the organization's workforce needs through talent acquisition and development, employee engagement, performance management, leadership development, and competitive compensation and benefits management. This is accomplished through the following:



- Promote an organizational culture aligned with PSTA's Guiding Principles centered on communication, diversity, equity, and inclusion, customer-focus, innovation, and professional development.
- Fulfill PSTA's workforce needs through innovative talent acquisition, talent development, and compensation and benefits strategies.
- Direct PSTA University's array of innovative, diverse learning programs to create, promote, and foster high performing teams, and individual and organizational effectiveness.
- Promote employee performance and organizational goals through the management of PSTA's Performance Counts balanced scorecard and PSTA's employee performance management system.
- Partner with senior leaders, managers, and front-line employees on employee relations issues, career counseling, organizational development, and other workforce solutions.
- Develop and implement internal policies that enhance organizational effectiveness.



## HUMAN RESOURCES DIVISION OVERVIEW


- Ensure compliance with all applicable regulations and policies, including the Authority's Drug and Alcohol Program.
  - Ensure equal opportunity, without discrimination, for all employment actions through a
- robust Equal Employment Opportunity Program (EEO). Uphold and promote PSTA EEO policies and practices.

### Current Key Initiatives

 <b>Healthy Communities and Workforce</b>	<b>Diversity, Equity, &amp; Inclusion</b>  Develop the agency's DEI strategic plan and Leadership Council and support the agency's efforts to be a more inclusive and equitable place to work. Integrate DEI in employee recruitment process.
	<b>Workforce Training &amp; Well-being</b>  Maintain online learning management system and promote trainings and professional development for staff. Design and implement a competitive, cost effective, and comprehensive benefits program to promote wellness. Create a Wellness Committee to expand the employee well-being programs and implement wellness challenges and educational opportunities for all staff.
 <b>Economic Vitality</b>	<b>Operating Expenses</b>  Maintain a low level of staff vacancies by attending and hosting job fairs. Implement market-based pay research to ensure competitive pay.



## HUMAN RESOURCES DIVISION PERFORMANCE COUNTS SCORE-CARD



HR Department Scorecard, FY23

Achievement Percentage

100%

90 - 99.99%

≤ 89.99%

Metric Code	Metric	Performance Goals	Q1 Performance Results	Q2 Performance Results	Q3 Performance Results	Q4 Performance Results	Quarterly Goal Points	Q1 Earned Points	Q2 Earned Points	Q3 Earned Points	Q4 Earned Points	Year To Date
HR1	HR Budget Adherence	≤0%	-26.3%	-19.3%	-17.3%	-17%	10	11	11	11	11	11
HR2	% Bus Operator Headcount	95%	100%	99%	103%	102%	25	26.3	26	27	27	26.6
HR4	Professional Development (DEI)	Q1 = 15%; Q2 = 30%; Q3 = 65%; Q4 = 85%	31%	44%	58%	88%	15	16	17	13	16	16
HR8	Diverse Applicant Outreach (DEI)	Q1: Develop Recruiting Outreach Plan with Quarterly Goals Q2 & Q3: Plan goals completed Q4: Increase diverse applicants per posting 10% over previous year	Goal Achieved	80% Achieved	Goal Achieved	29%	20	20	16	20	22	20
HR9	Wellness Challenges (Sustainability)	Launch 1 wellness event with 15% participation each quarter	18%	15%	18%	18%	15	16.5	15	16.5	16.5	16
HR11	Paper Reduction (Sustainability)	<7 cases	2	3	4	5.5	10	11	11	11	11	11
HR12	One-on-One Meetings	17 manager/ employee 1-on-1's completed per quarter	23	30	32	20	5	5.5	5.5	5.5	5.5	5.5
Overall Performance Score							100	106	102	104	108	106

Q3 HR Scorecard Notes

HR4: Stepping up promotion of LinkedIn Learning during 4th quarter to achieve goal

HR8: Maintenance Tech bus wrap design; Partner with CareerSource as background friendly employer; Posting all open positions to COMTO; Outreach to PTC CDL classes; Attended 5 career/community fairs

Q2 HR Scorecard Notes

HR8: Completed four out of five Recruiting Outreach Plan goals including: reach out and meet with 10 community partners, visit two community partners locations, gather employee quotes promoting PSTA as a great place to work, and present to PTC CDL classes once per quarter. Will complete the additional goal in Q3: Bring two community partners to visit/tour PSTA.

HR9: Q1) Maintain Don't Gain challenge; Q2) Stepping Into the New Year FitBit challenge

**HUMAN RESOURCES DIVISION OVERVIEW****HUMAN RESOURCES DIVISION BUDGET**

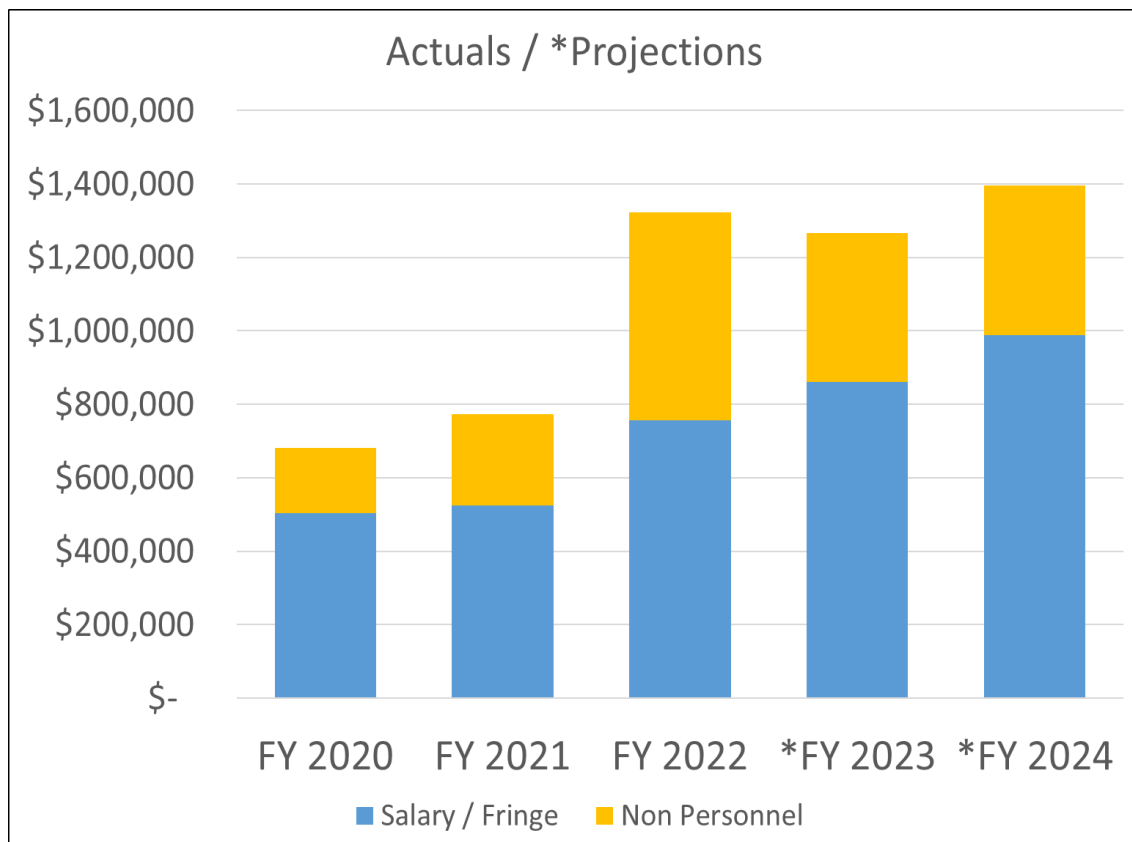
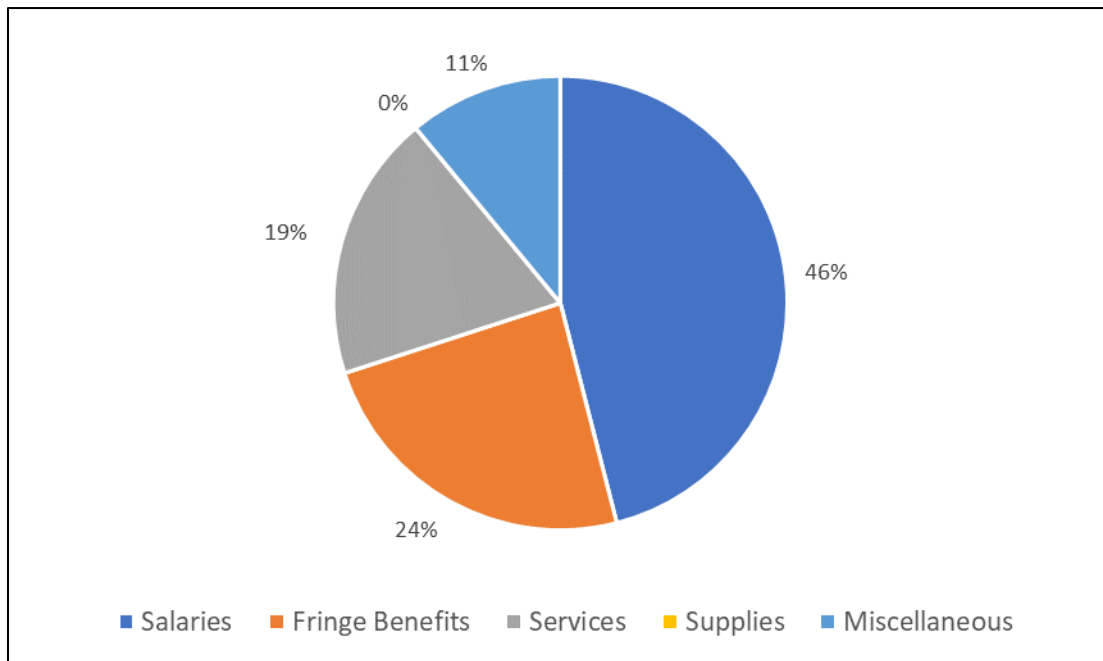
Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Salaries	\$ 524,560	\$ 621,490	\$ 626,200	\$ 651,560	4.05%
Fringe Benefits	\$ 232,530	\$ 343,620	\$ 248,960	\$ 335,860	34.91%
Services	\$ 288,550	\$ 310,710	\$ 271,670	\$ 258,040	-5.02%
Supplies	\$ 2,790	\$ 3,240	\$ 1,070	\$ 1,750	63.55%
Miscellaneous	\$ 275,080	\$ 184,490	\$ 132,490	\$ 147,350	11.22%
<b>Total Operating Expenses</b>	<b>\$ 1,323,510</b>	<b>\$ 1,463,550</b>	<b>\$ 1,280,390</b>	<b>\$ 1,394,560</b>	<b>8.92%</b>

Line Items Shifted in FY '24				
To / (From)	Division	Category	Account Description	Amount
To:	General Function	Services	Temporary Help	\$ 5,000
(From):	HR	Services	Temporary Help Contingency	\$ (5,000)

- Salaries and fringe benefits expenses increased due to normal salary increases and with the assumption that vacancies will be filled.
- Service expenses are decreasing in FY 2024 due to an agency wide effort to reduce non-personnel budget requests. Temporary help moved to General Function.
- Supply expenses increased due to a computer replacement contingency.
- Miscellaneous expenses increased due to projected increases in Medical Exams and Drug Testing.



## HUMAN RESOURCES DIVISION OVERVIEW



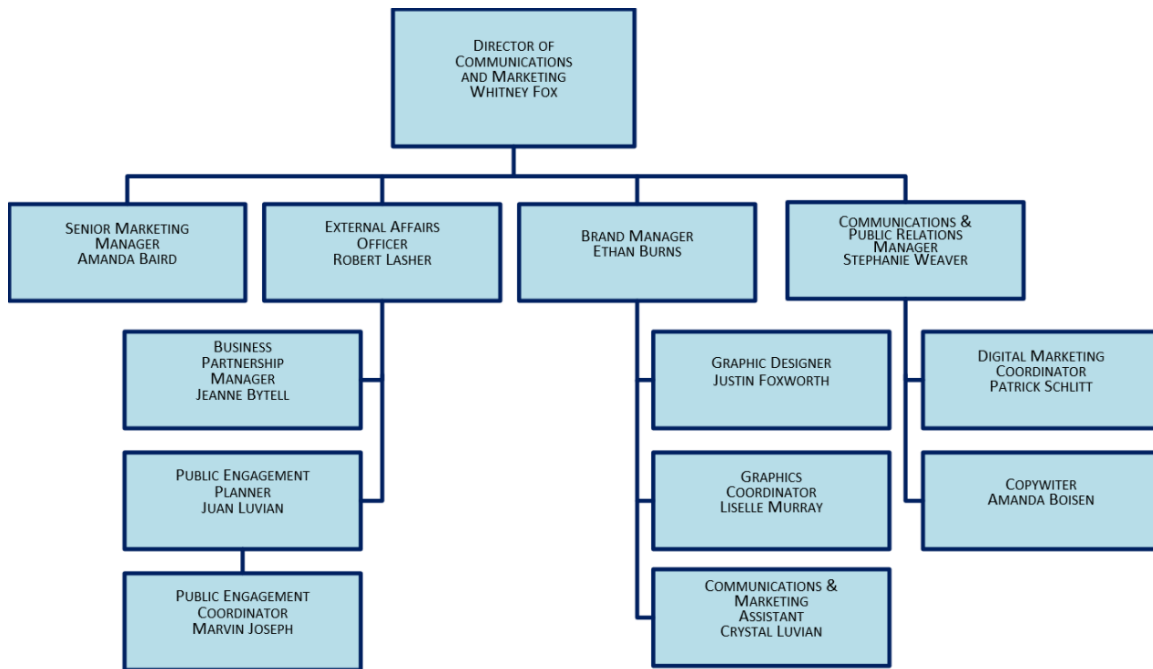


# MARKETING DIVISION





## 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, community leaders, and PSTA employees.

The Marketing Division oversees such programs as:

- The development and implementation of advertising, public relations, communications, and marketing activities.
- The development and maintenance of relationships with regional, national and international news and trade media organizations as well as strategic messaging and story pitches based on previous articles written and beats covered.
- The preparation and organization of media tours, press events, briefings, and press releases.
- The development and management of PSTA's website and social media including Facebook, Twitter, and Instagram.
- Graphic development and production of timetables, interior and exterior bus posters banners, signs, brochures, etc.
- Production and distribution of photos and video.
- Management of agreements with outside vendors for the revenue generating bus and trolley advertisement
- Management of agreements with outside vendors for the revenue generating bus and trolley advertisement.








The Public Engagement Team within the Marketing Division gathers stakeholder and public comments and suggestions for incorporation into the technical work and plans developed by the Division. Additionally, they seek creative and innovative ways to engage the public in a meaningful dialogue and present innovative

concepts to the Division designed to solve rider issues and enhance public support. This group regularly participates with community and business organizations such as local chambers, civic organizations, and nonprofits to ensure PSTA builds community relationships and transit is integrated into the community vision and plans.

### Current Key Initiatives

 <b>Healthy Communities and Workforce</b>	<b>Community Engagement</b>  Promote PSTA's programs and services to the community online and at events that are impactful and provide meaningful engagement. Maintain community sentiment survey scores and develop a brand refresh to improve community perception.
	<b>Customer Service</b>  Support customer service efforts to improve communication to riders.
 <b>Environmental Sustainability</b>	<b>Waste &amp; Recycling</b>  Revamp point of disposal signage for PSTA's recycling program and conduct targeted outreach campaigns. Promote PSTA's environmental initiatives and achievements to riders, the community, stakeholders, and elected officials.
 <b>Economic Vitality</b>	<b>Ridership &amp; Mobility</b>  Support the agency's post-pandemic ridership recovery by promoting PSTA's programs and services. Assist planning department with promotion of new initiatives and projects, including capital projects such as Flamingo Fares and the Clearwater Multimodal Center.



## MARKETING DIVISION PERFORMANCE COUNTS SCORECARD

Marketing Department Scorecard, FY23											Achievement Percentage	
											100%	
											90 - 99.99%	
											≤ 89.99%	
Metric Code	Metric	Performance Goals	Q1 Performance Results	Q2 Performance Results	Q3 Performance Results	Q4 Performance Results	Quarterly Goal Points	Q1 Earned Points	Q2 Earned Points	Q3 Earned Points	Q4 Earned Points	Year To Date
MK2	Social media engagement	4%	6%	5%	5%	6%	15	16.5	16.5	16.5	17	16.5
MK12	Budget Adherence	≤0%	-47.70%	-32.70%	-25.32%	-25.32%	10	11	11	11	11	11
MK16	PSTA Press Events Per Year (measured cumulatively)	Q1- 1 Q2 - 2 Q3 - 3 Q4 - 6	2	4	5	6	13	14.3	14.3	14.3	13	13
MK20	Run at least 4 campaigns related to uplifting specific and diverse cultural groups within our workforce, riders, and community that includes a connection to a community partner and/or event. (DEI)	1. Develop annual project plan 2. Launch MLK/Black History Month Campaign 3. Launch Pride Month/Juneteenth Campaign 4. Launch Hispanic Heritage Month Campaign.	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	15	15	15	15	15.0	15
MK21	4 Marketing campaigns for Sustainable Strategic Plan (SSP) initiatives	Run one campaign per quarter	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	13	13	13	13	13	13
MK22	Paper Usage Goal (Sustainability)	<12 cases	1	3	3	3	5	5.5	5.5	5.5	5.5	5.5
MK23	One-on-One Meetings	22 manager/ employee 1-on-1's completed per quarter	26	47	38	68	5	5.5	5.5	5.5	5.5	5.5
MK24	Number of people reached through direct public outreach per quarter	1,500	5,042	2,114	5,384	2600	8	8.8	8.8	8.8	8.8	8.8
MK25	Expand Business Partnerships	Q1: Execute SunRunner Gold Card Program Q2: Conduct partnership outreach with at least two large business partners Q3: Finalize 2 business partnership agreements Q4: Implement 2 business partnership agreements	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	8	8	8	8.8	8.8	8.8
MK26	Outreach Events in Equity Areas (DEI)	Q1: 1 Q2: 2 Q3: 3 Q4: 4	3	5	10	15	8	8.8	8.8	8.8	8.8	8.8
Overall Performance Score							100	106	106	107	106	106
Q3 Marketing Scorecard Notes												
MK16: SunRunner 6-Months Event												
MK20: PSTA celebrated Juneteenth and Pride												
MK21: Spring Break Outreach												
MK25: PSTA has finalized 3 partnerships with: The Tampa Bay Rays; USFSP; St. Pete Pride												
MK26: Keep Pinellas Beautiful, St. Pete Pride, Dunedin Juneteenth, St. Pete Community Expo, Pinellas County Hurricane Expo												
Q2 Marketing Scorecard Notes												
MK16: Spring Break media ride-along; Contactless Payments press event; Clearwater Transit Center land swap signing event												
MK20: Contactless Payment Launch Campaign												
MK26: ESOL Community Resource Fair; Senior Awareness Fair; Viridian Senior Presentation; 504 Central; Benjamin Towers												
Q1 Marketing Scorecard Notes												
MK16: SunRunner Launch ribbon cutting												
MK20: SunRunner Post-Launch Campaign												



## MARKETING DIVISION OVERVIEW

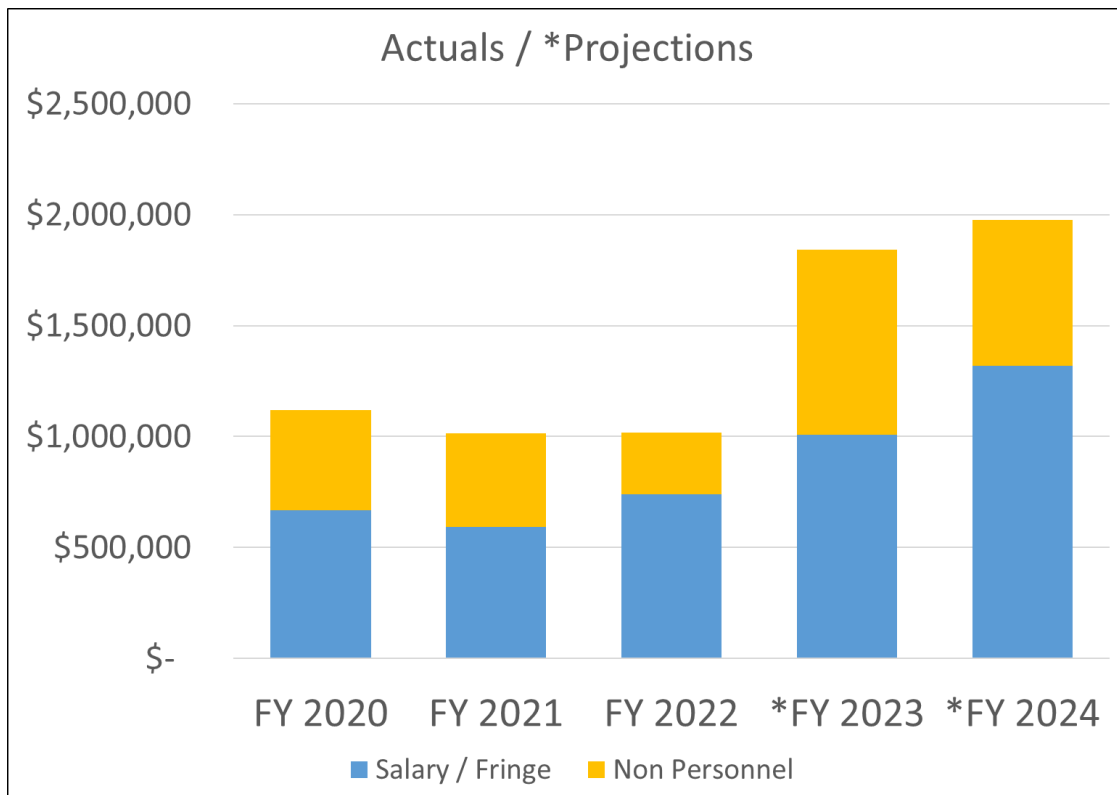
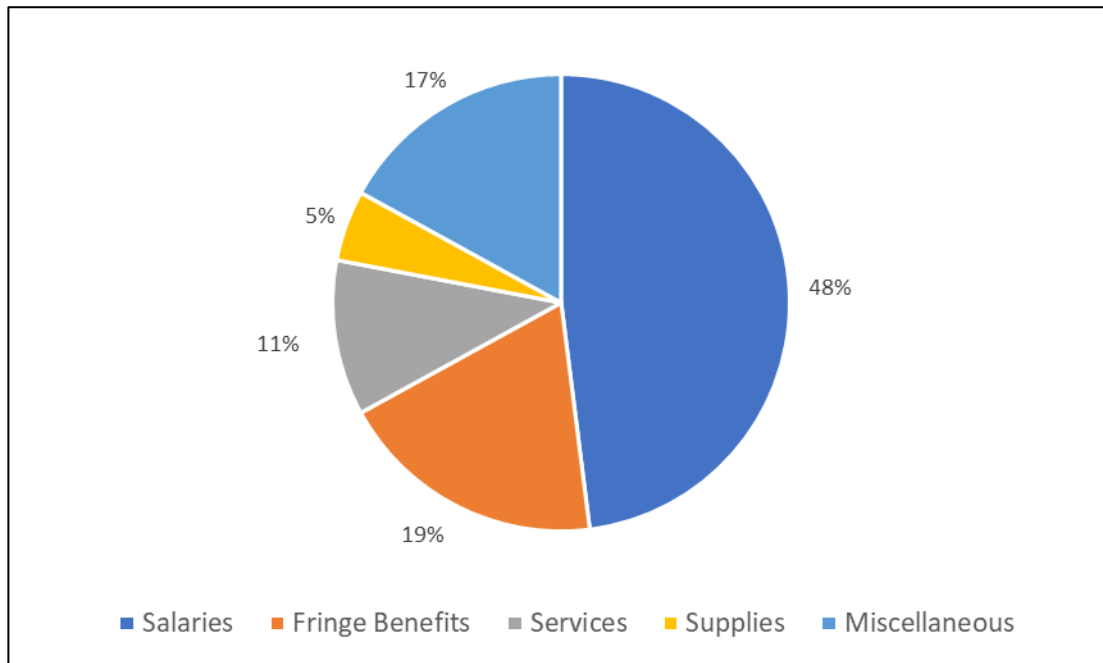
### MARKETING DIVISION BUDGET

Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Salaries	\$ 535,930	\$ 820,060	\$ 764,160	\$ 946,700	23.89%
Fringe Benefits	\$ 203,410	\$ 362,230	\$ 282,100	\$ 371,010	31.52%
Services	\$ 59,960	\$ 225,000	\$ 225,000	\$ 220,000	-2.22%
Supplies	\$ 37,540	\$ 91,170	\$ 137,799	\$ 95,700	-30.55%
Miscellaneous	\$ 182,620	\$ 631,180	\$ 512,200	\$ 345,220	-32.60%
<b>Total Operating Expenses</b>	<b>\$ 1,019,460</b>	<b>\$ 2,129,640</b>	<b>\$ 1,921,259</b>	<b>\$ 1,978,630</b>	<b>2.99%</b>

- Salary and Fringe Benefits costs are going up due to four (4) additional staff being relocated from the Planning Department.
- Service expenses decreased slightly due to reduced need for services.
- Supply expenses for FY 2023 are higher than normal due to a reconfiguration of office spaces. Supplies will go back to normal in FY 2024.
- Miscellaneous expenses are decreasing in FY 2024 due to an agency wide effort to reduce non-personnel budget requests.



## MARKETING DIVISION OVERVIEW

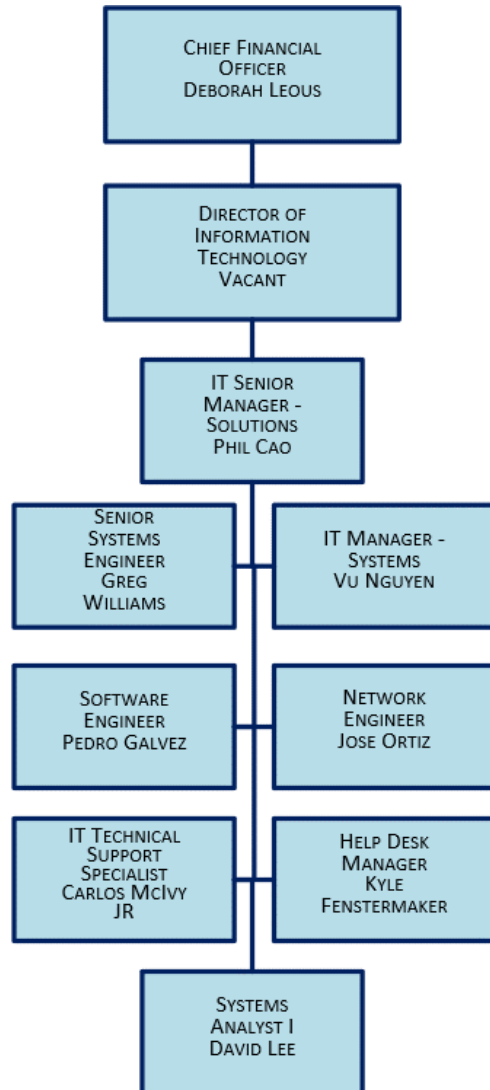




# INFORMATION TECHNOLOGY DIVISION



## INFORMATION TECHNOLOGY DIVISION 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, Wi-Fi systems, security camera and card key system software, cell phone plans, printers, Boardroom technology, and Real-Time Bus Information (RTBI) system. 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. Participation in the annual Program of Projects and budget process.
- Participation in the ITS County Committee and other organizations.
- Working closely with all levels of the organization.
- Working with project stakeholders.

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 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, voice and video recordings, and backup and disaster recovery systems.

## INFORMATION TECHNOLOGY DIVISION OVERVIEW


### Current Key Initiatives

 <p><b>Healthy Communities and Workforce</b></p>	<p><b>Resilience</b></p> <p>Support agency operations and maintenance during emergency events. Provide support to develop a mobile command center and other resilience initiatives to maintain continuity of operations in case of emergency.</p>
	<p><b>Customer Service</b></p> <p>Seek out technology solutions to customer service issues such as improved communication options and improving wi-fi for passengers. Support agency initiatives that address technological efficiency.</p>
 <p><b>Economic Vitality</b></p>	<p><b>Ridership &amp; Mobility</b></p> <p>Improve software applications that increase ridership and mobility of passengers. Support agency's transition to electronic fare payment and other technological solutions that address program or service challenges.</p>
	<p><b>Operating Expenses</b></p> <p>Evaluate connected vehicle technology and other technologies that could reduce operating expenses.</p>
	<p><b>Capital Projects</b></p> <p>Provide support for IT components to capital projects such as Flamingo Fares and vehicle equipment upgrades.</p>





## INFORMATION TECHNOLOGY DIVISION PERFORMANCE COUNTS SCORECARD

<div>IT Department Scorecard, FY23</div>							<div>Achievement Percentage</div> <div>100%</div> <div>90 - 99.99%</div> <div>≤ 89.99%</div>					
Metric Code	Metric	Performance Goals	Q1 Performance Results	Q2 Performance Results	Q3 Performance Results	Q4 Performance Results	Quarterly Goal Points	Q1 Earned Points	Q2 Earned Points	Q3 Earned Points	Q4 Earned Points	Year To Date
IT1	Critical Systems Uptime: AVL, Real Time, Camera System (facility and bus), Hastus, FleetNET, phone system, facility internet, facility access control system, bus wifi, INIT fare, Exchange online)	95%	100%	100%	98%	100%	15	15.8	15.7	15.5	15.8	15.7
IT4	Backup system performance (testing success rate)	95%	100%	100%	100%	100%	15	15.8	15.8	15.7	15.8	15.8
IT6	Budget Adherence	≤0%	-15.80%	-9.36%	-14.05%	-14.82%	10	11	11	11	11.0	11
IT11	Reduce Energy Consumption/PSTA Server Room and Campus IT equipment (Sustainability)	Q1 - Review Equipment, Sumarize Prior Year Electric Usage Data Q2- Develop list of areas to reduce energy Q3 - Complete at least one program to reduce energy consumption Q4 - Complete at least one program to reduce consumption	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	20	20	20	22	20	22
IT12	Increase % of Diversion/Recycle end of life IT campus and personal equipment (Sustainability)	Q1: Review Equipment, Identify Equipment to be decomissioned and recycled, create tracking database Q2-Q4: Complete proper disposal/recycling of at least 10 items	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	10	10	10	11	11	11
IT13	90% of department employees complete at least one professional development, ERG, DEI or volunteer activity (DEI)	Q1: 22.5% Q2: 45% Q3: 67.5% Q4: 90%	82%	82%	94%	100%	10	11	11	11	11	11
IT14	Board Meetings Support	2 staff people and 1 spare iPad at every Board Meeting.	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	10	10	10	10	10.0	10
IT15	Paper Reduction (Sustainability)	Reduce amount of paper used compared to FY22	0	0	0	0	5	5.5	5.5	5.5	5.5	5.5
IT16	One-on-One Meetings	17 manager/ employee 1-on-1's completed per quarter	30	29	24	23	5	5.5	5.5	5.5	5.5	5.5
Overall Performance Score							100	105	105	107	106	107
<div>IT Scorecard Notes</div> <div>IT11 &amp; IT12: Identified 95 pieces of equipment for decommissioning, resulting in energy usage reduction.</div>												

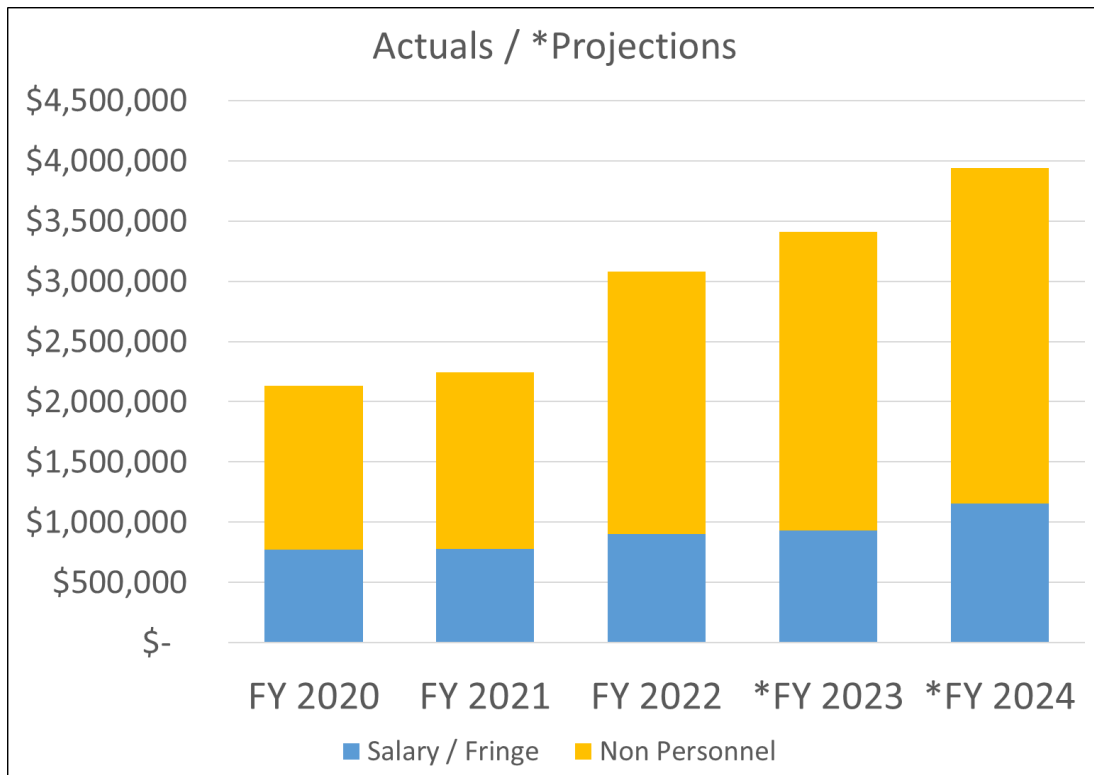
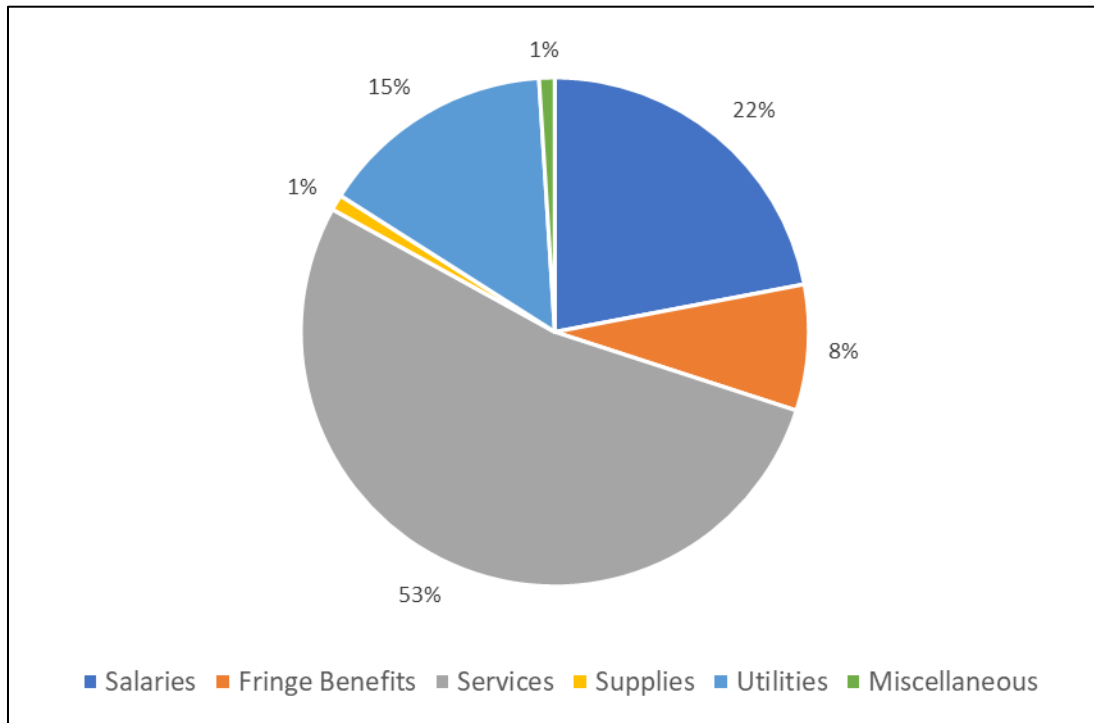
**INFORMATION TECHNOLOGY DIVISION OVERVIEW****INFORMATION TECHNOLOGY DIVISION BUDGET**

Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Salaries	\$ 665,800	\$ 742,760	\$ 688,400	\$ 822,940	19.54%
Fringe Benefits	\$ 234,920	\$ 303,610	\$ 245,280	\$ 331,600	35.19%
Services	\$ 1,656,690	\$ 1,992,780	\$ 1,895,100	\$ 2,307,350	21.75%
Supplies	\$ 27,810	\$ 29,500	\$ 29,500	\$ 32,300	9.49%
Utilities	\$ 465,350	\$ 625,170	\$ 513,380	\$ 609,990	18.82%
Miscellaneous	\$ 28,610	\$ 38,770	\$ 38,770	\$ 38,570	-0.52%
<b>Total Operating Expenses</b>	<b>\$ 3,079,180</b>	<b>\$ 3,732,590</b>	<b>\$ 3,410,430</b>	<b>\$ 4,142,750</b>	<b>21.47%</b>

- Salaries and fringe benefits expenses increased due to the addition of one (1) IT staff member.
- Supplies increased marginally due to Departmental Hardware Supplies for the server room.
- Services increasing due to shifting of some software services from Fleet Maintenance division.
- Utility expenses increased due to higher telecommunication rates.
- Miscellaneous expenses decreased marginally.



## INFORMATION TECHNOLOGY DIVISION OVERVIEW





*Pinellas Suncoast Transit Authority*

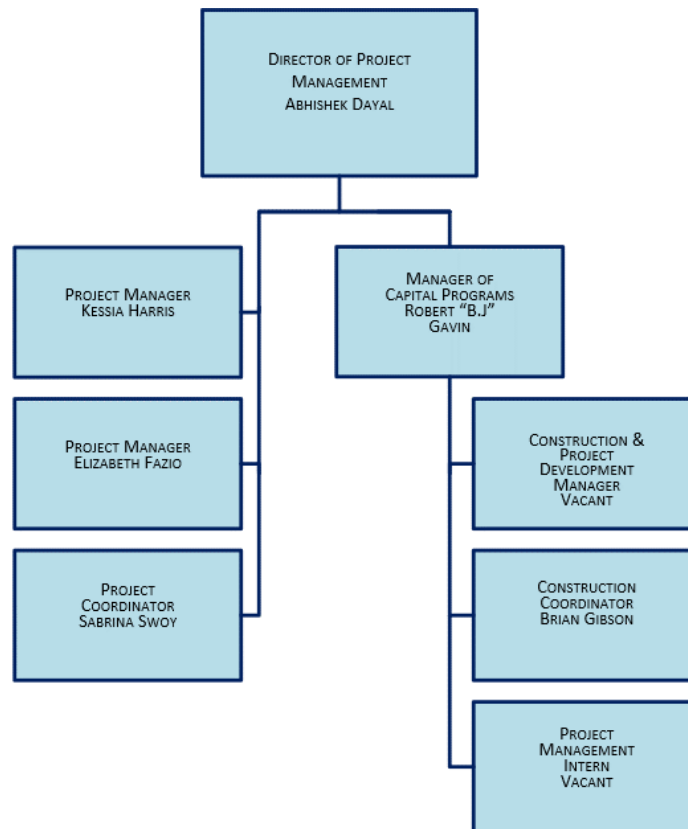
*ADOPTED FY 2024 BUDGET*

# PROJECT MANAGEMENT DIVISION





## PROJECT MANAGEMENT DIVISION OVERVIEW






### PROJECT MANAGEMENT DIVISION

The Project Management Division is responsible for PSTA's overall project management function including the active management of implementing all the agency's innovative public transit initiatives. The Division manages a diverse portfolio of capital and technology projects from original concept through final implementation and is responsible for the following:

- Establish a prioritization process in coordination with business stakeholders for project implementation.
- Oversee all design and construction activities for major capital infrastructure projects.
- Coordinate activities and tasks among other internal departments, and external organizations as needed to meet project goals and ensure project completion is on schedule.
- Ensure appropriate communications with all internal and external stakeholders regarding impacts to scope, status, budget, risk, and resources of the work effort being managed.
- Manage high priority agency projects such as the SunRunner Bus Rapid Transit project and Clearwater Multimodal Transit Center.

## PROJECT MANAGEMENT DIVISION OVERVIEW

### Current Key Initiatives

 <p><b>Healthy Communities and Workforce</b></p>	<p><b>Resilience</b></p> <p>Support efforts to establish resiliency screening tools for capital projects. Lead or support resiliency project development such as a satellite operations facility for future emergency events and alternative energy solutions. Support planning and agency participation in resilience initiatives.</p>
	<p><b>Diversity, Equity, and Inclusion</b></p> <p>Support planning with the use of an Equity Assessment tool to evaluate the impact of programs and projects.</p>
 <p><b>Environmental Sustainability</b></p>	<p><b>Energy</b></p> <p>Consider innovative technologies to improve energy efficiency and increase renewable energy consumption from solar PV. Support Maintenance department in the exploration of solar PV integration with electric bus fleet.</p>
	<p><b>Criteria Air Pollutants &amp; Greenhouse Gas Emissions</b></p> <p>Incorporate environmental requirements into capital projects and support other environmental initiatives.</p>
 <p><b>Economic Vitality</b></p>	<p><b>Ridership &amp; Mobility</b></p> <p>Lead the agency's proposal to construct the new Clearwater Multi-modal Center. Manage bus stop construction and coordinate with developers and public partners. Support other ridership and mobility project initiatives as needed.</p>
	<p><b>Operating Expenses</b></p> <p>Evaluate and implement innovative technologies that reduce operating expenses such as transit signal priority and ramp metering.</p>
	<p><b>Capital Projects</b></p> <p>Lead agency capital projects for new service, proposed facilities, and other facility upgrades, including SunRunner BRT, Clearwater Multimodal Center, and Bus on Shoulder.</p>



## PROJECT MANAGEMENT DIVISION PERFORMANCE COUNTS SCORECARD

PMO Department Scorecard, FY23											Achievement Percentage		
											100%		
											90 - 99.99%		
											≤ 89.99%		
Metric Code	Metric	Performance Goals	Q1 Performance Results	Q2 Performance Results	Q3 Performance Results	Q4 Performance Results	Quarterly Goal Points	Q1 Earned Points	Q2 Earned Points	Q3 Earned Points	Q4 Earned Points	Year To Date	
PM2	PMO budget adherence	≤0%	-27.31%	-25.73%	-30.49%	-31.19%	15	16.5	16.5	16.5	16.5	16.5	
PM4	Number of bus stop projects completed per fiscal year	Q1: 3 Q2: 6 Q3: 29 Q4: 32	23	27	31	33	18	19.8	19.8	19.2	19.8	19.8	
PM9	Clearwater Multimodal Transit Center	Q1: Finalize Land Agreement with City of Clearwater Q2: 30% design complete & begin Draft Construction RFP Q3: 30% design complete Q4: 60% design complete & begin Draft Construction RFP	Goal Achieved	10% Design Complete	30% Basis of Design Report Completed	70% Complete	19	19	6	10	13.3	13	
PM10	SunRunner St. Pete Pier Station	Q1: Identify station near St Pete Pier as part of SunRunner project improvements Q2: Board authorization to begin design Q3: Complete NEPA evaluation of the new station Q4: Complete final design	Goal Achieved	Goal Achieved	Initial NEPA work completed	50% Complete	12	12	12	6	6	6	
PM11	Complete a team building activity every quarter (DEI)	1 per quarter	1	1	1	1	8	8	8	8	8.0	8	
PM12	Paper Reduction (Sustainability)	<5 cases	0	0	0	2	6	6.6	6.6	6.6	6.6	6.6	
PM13	SunRunner Totem Improvements	Q1: Develop a plan to monitor and track wayside bustime predictions Q2: Collaborate with vendor to gather design, price quotes and timeline for "new requests". Q3: 85% of new requests implemented. Q4: 100% Final sign off on all changes and new requests for totems complete	Goal Achieved	Goal Achieved	Goal Achieved Early	Goal Achieved Early	17	17	17	18.7	18.7	18.7	
PM14	One-on-One Meetings	14 manager/ employee 1-on-1's completed per quarter	25	33	20	17	5	5.5	5.5	5.5	5.5	5.5	
Overall Performance Score							100	104	91	91	94	94	
Q3 PMO Scorecard Notes													
PM9: Received 30% Basis of Design report from consultant team. Additional coordination with other project stakeholders underway to complete 30% design drawings.													
PM10: Completed NEPA checklist and received recommendation from FTA. Waiting for final review and approval from FTA on NEPA documentation.													
PM11: Team SunRunner excursion													
PM13: 100% of new requests implemented by Clever Devices.													
Q2 PMO Scorecard Notes													
PM9: Staff collaborated with City of Clearwater including planning and traffic management departments to determine the city's requirements.													
The coordination efforts took longer than expected due to staff turnover at the city.													
PM10: Board approved the final design contract amendment in Jan 2023													
PM11: PMO team rode the SunRunner and had a team lunch													
PM13: The two changes decided on for the totems were completed by Clever Devices at no additional cost. No quote was needed.													





## PROJECT MANAGEMENT DIVISION OVERVIEW

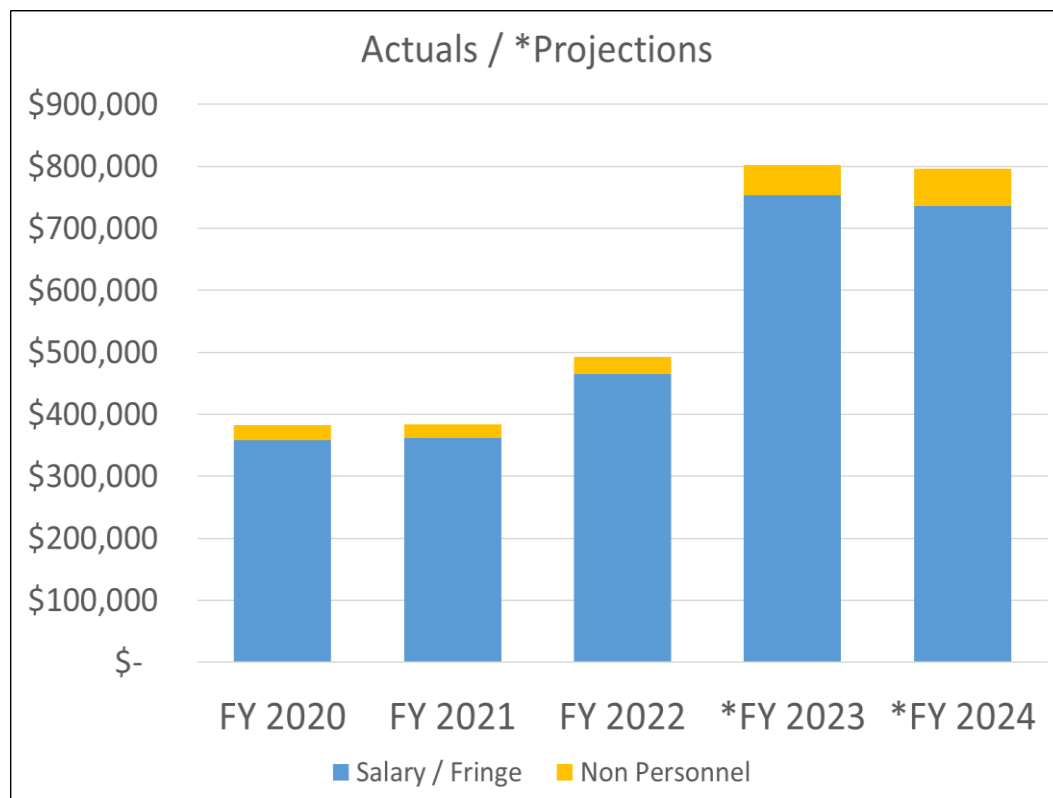
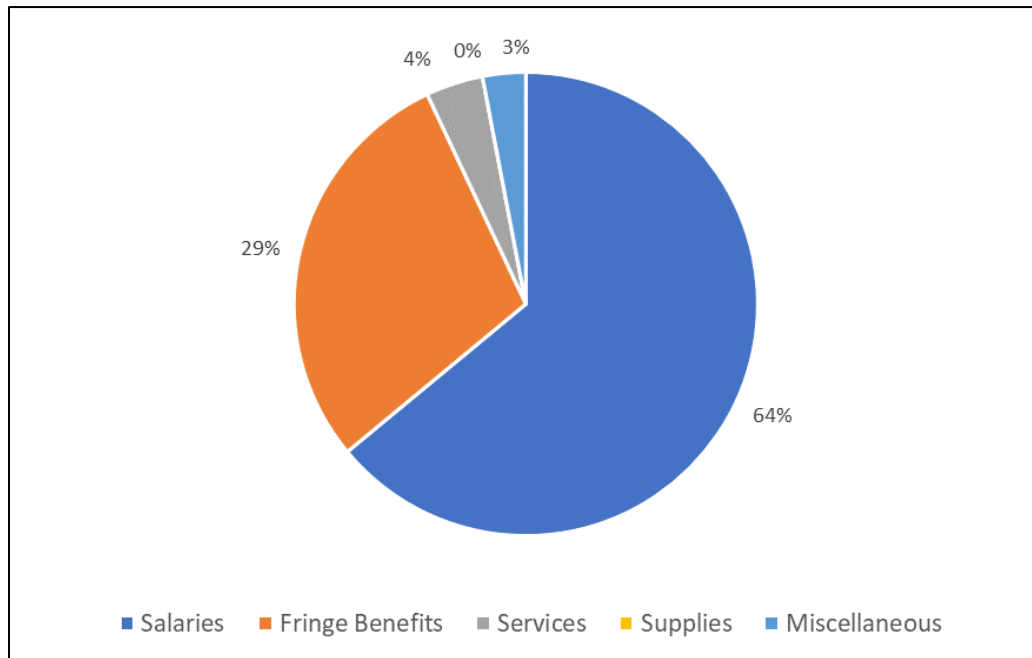
### PROJECT MANAGEMENT DIVISION BUDGET

Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Salaries	\$ 318,060	\$ 647,920	\$ 452,650	\$ 505,880	11.76%
Fringe Benefits	\$ 146,720	\$ 291,480	\$ 204,380	\$ 229,290	12.19%
Services	\$ 6,120	\$ 35,000	\$ 24,270	\$ 30,000	23.61%
Supplies	\$ 2,540	\$ 4,500	\$ 2,700	\$ 2,500	-7.41%
Miscellaneous	\$ 19,050	\$ 23,230	\$ 22,030	\$ 27,730	25.87%
<b>Total Operating Expenses</b>	<b>\$ 492,490</b>	<b>\$ 1,002,130</b>	<b>\$ 706,030</b>	<b>\$ 795,400</b>	<b>12.66%</b>

- Salary expenses increased due to normal salary increases and the assumption that all vacancies will be filled.
- Fringe Benefits increased primarily due to increased retirement rates.
- Service expenses increased due to additional specialized services.
- Supply expenses decreased due to the lower anticipated need for miscellaneous equipment.
- Miscellaneous expenses increased due to higher use of training programs.



## PROJECT MANAGEMENT DIVISION OVERVIEW





**Pinellas Suncoast Transit Authority**

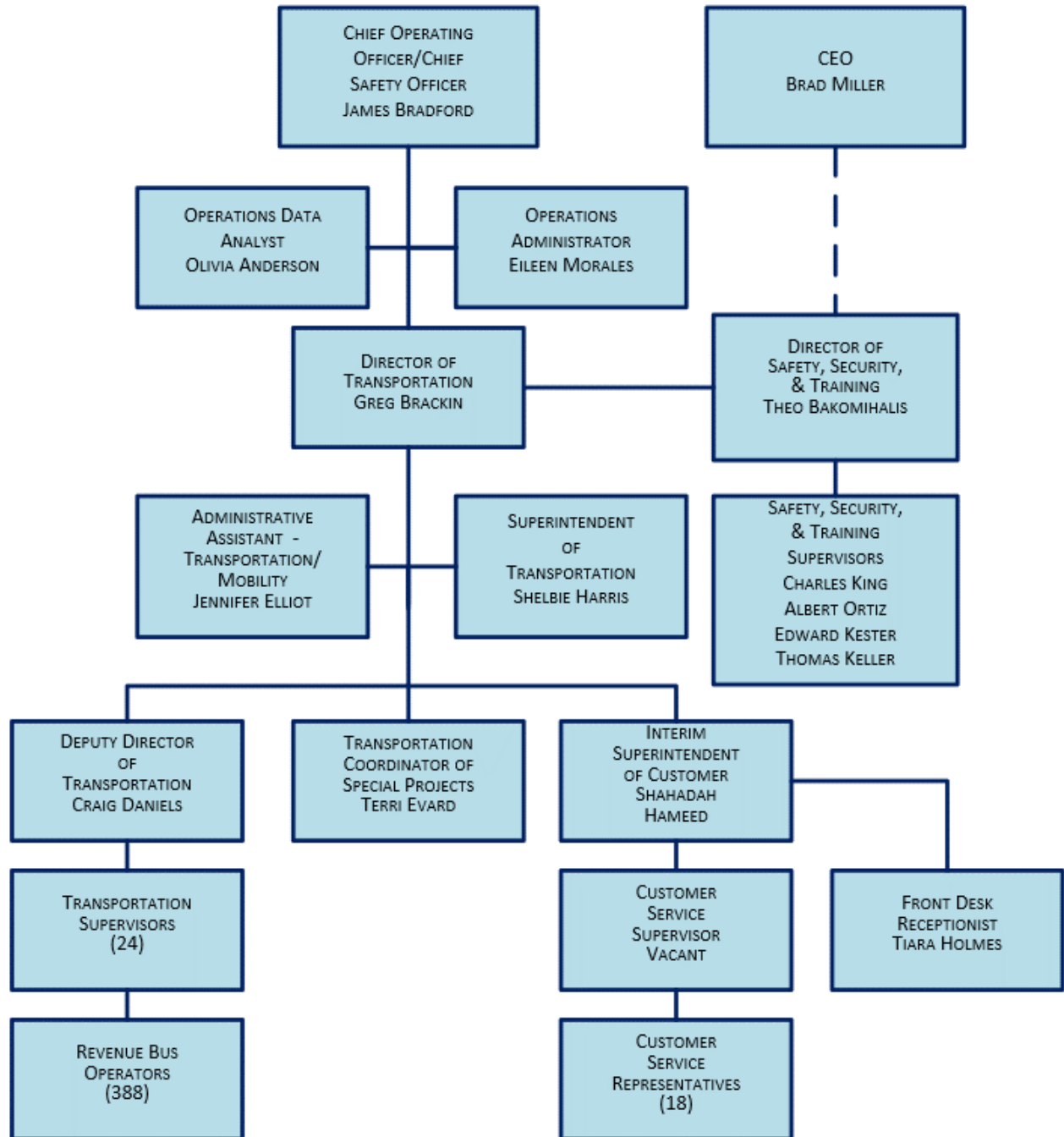
**ADOPTED FY 2024 BUDGET**

# TRANSPORTATION DIVISION





## TRANSPORTATION DIVISION OVERVIEW





## TRANSPORTATION DIVISION OVERVIEW

### TRANSPORTATION DIVISION

The Transportation Division is made up of three departments: (1) Bus Operations; (2) Customer Service; and (3) Safety, Security, and Training (or SST).

This division is responsible for the core of PSTA's mission statement to *Safely Carry People to Places*. Transportation endeavors to serve its customers with *excellence* while providing safe, reliable public transportation in order to deliver quality transport for PSTA's customers.

### BUS OPERATIONS

The Bus Operations department employs the largest group of men and women at PSTA. Every day, over one hundred and eighty (180) buses pull out from PSTA's bus garage servicing over forty (40) routes around Pinellas County and across Tampa Bay.

The Bus Operations department contains approximately three hundred and ninety-five (395) bus operators who work seven (7) days a week and year-round bus service to include all holidays. All bus operators are professionally licensed with CDL class "B" and air-brake endorsements as well as are trained to be well versed in safety & security measures, heavy-duty vehicle navigation, and fare-box handing. Operators receive over four hundred (400) hours of combined classroom and behind-the-wheel instruction before being released into *live*, revenue bus operations servicing the public.

PSTA bus operators are also trained in ADA (Americans with Disabilities) protocols, defensive driving techniques, incident management, and are cross trained to drive every route offered within the PSTA fixed-route system.

The Bus Operations department also employs twenty-four (24) transportation supervisors and two (2) transportation managers who oversee PSTA's daily fixed-route service offerings.

Transportation supervisors work in several capacities as read below.

(1) **DISPATCH** – Dispatch supervisors work behind the dispatch window to ensure proper operator check-in and to oversee the daily administration of work amongst the bus operators, ensuring no gaps in service.

(2) **RADIO** – Radio supervisors operate two heavy-duty radio control centers (RCC) with one radio supervisor monitoring bus service and radio traffic in northern Pinellas County, and the other radio supervisor monitoring service and radio traffic in southern Pinellas County. They also monitor and help instruct real-time traffic conditions, unforeseen detours, passenger disputes, on-time-performance, and incident or accident recovery when needed for all PSTA buses on the roads across the county.

(3) **SCHEDULING** – Scheduling supervisors are responsible for administering the day-to-day scheduling functions of work distribution taking care to adhere to all work rules per the most updated union labor agreement, as well as administers time-keeping functions, special pay provisions, while filling open shifts to ensure service is uninterrupted. Scheduling presides over bus operator bump-down or hold-downs, as well as work-shift and vacation bids in order to grant day-off requests.

(4) **ROAD** - Road supervisors work road shifts in PSTA marked cars traversing county roads while surveilling PSTA's bus routes and rendering aide or support to bus operators in the event of extended road detours, vehicle collisions, mechanical issues, customer disputes, and any other unforeseen event which may occur while operators are in the middle of their scheduled bus service.



## TRANSPORTATION DIVISION OVERVIEW

### CUSTOMER SERVICE

The Customer Service department is made up of eighteen (18) customer service representatives (or CSRs) and are stationed across four (4) customer service centers: (1) Park Street service center in downtown Clearwater; (2) Williams Park booth and; (3) Grand Central service centers both in downtown or near Saint Petersburg and; (4) the Pinellas Park service center behind the Shoppes at Park Place. Additionally, CSRs are stationed within PSTA headquarters to answer multiple phone line in the "CSR Phone Room."

The Customer Service department is often amongst the first PSTA employees within the Authority to interact with customer inquiries – giving out scheduling and fare information, selling passes, recording complaints, taking commendations, reporting asset management requests and generally keeping riders updated with the latest PSTA news and information. CSRs also update riders with any changes or delays to bus service via the PSTA website, Twitter "Service Alerts" and/or the PSTA customer phone system.

The Customer Service department logs over twelve-hundred (1,200) customer interactions each day by way of phone calls, or CHAT via text messages on the PSTA website, and/or provide service updates via the PSTA Twitter "Service Alert" system.

### SAFETY, SECURITY, AND TRAINING (SST)

The Safety, Security and Training department (or SST) is made up of five (5) people total – to include the Director of Safety, Security and Training, and four (4) Safety, Security, and Training Supervisors.

The SST department is responsible for maintaining the driver pool in order to ensure PSTA is fully staffed to maintain scheduled bus service without interruption. SST trains between fifty (50) and

seventy-five (75) new operators each year on the safe and secure operation of PSTA's fleet of over 200 buses across forty (40) different fixed routes. SST also offers refresher training for over three hundred eighty eight (388) combined bus operators, maintenance personnel, and supervisory personnel on updated safety and security instruction, accident procedures, or the latest PSTA policy changes as it effects bus and rider operation.

All four (4) staffers in SST are certified in FL third (3<sup>rd</sup>) party CDL testing, TSI safety training & driving techniques, TSA security measures, FTA compliance and policy measures, FT drug + alcohol + reasonable suspicion testing, and the Americans with Disabilities Act (ADA) compliance among other certifications this team uses to instruct, secure, and ensure the safety and wellbeing of PSTA employees and its customers. SST also ensures that PSTA and its contractors remains compliant with Florida's DOT 14-90 rule which regulates equipment and operational safety compliance among motor vehicle operators in Florida.

SST also oversees PSTA's security contractor at each of its terminals while reviewing surveillance footage from buses and PSTA buildings in order to investigate complaints and incidents.




Lastly, SST is also responsible for overseeing the management and coordinated responses for on-the-scene incidents, accidents, or other collisions.

As far as SST's involvement in state or federal audits, SST helps coordinate the safety components of triennial reviews and other bus audits to insure proper state and federal compliance for all state and federally required safety and security measures.



## TRANSPORTATION DIVISION OVERVIEW

### Current Key Initiatives

 <p><b>Healthy Communities and Workforce</b></p>	<p><b>Resilience</b> Participate in agency efforts to promote resilience including the development of a mobile command center. Incorporate resilience into the Continuity of Operations Plan.</p>
	<p><b>Safety</b> Lead the agency's safety initiatives with the development of the Public Transportation Action Safety Plan and the creation of a comprehensive Safety Management System and agency safety committee.</p>
	<p><b>Community Engagement</b> Support planning and marketing team efforts in public engagement related to service.</p>
	<p><b>Customer Service</b> Provide quality customer service to passengers by minimizing turn around time of customer complaints, developing a rider response committee to coordinate customer messaging, and assist with improving customer communication options.</p>
	<p><b>Workforce Training &amp; Well-being</b> Establish annual operator refresher training program to ensure bus operators participate in refresher training at least once every 2 years.</p>
 <p><b>Environmental Sustainability</b></p>	<p><b>Criteria Air Pollutants &amp; Greenhouse Gas Emissions</b> Support agency efforts to reduce CAP and GHG emissions by leveraging environmentally friendly vehicles and implementing and enforcing idling restrictions on fleet.</p>
 <p><b>Economic Vitality</b></p>	<p><b>Ridership &amp; Mobility</b> Monitor innovative mobility programs and other mobility options and implement technology solutions to improve services. Evaluate programs for customer satisfaction, improvement, and efficiency as needed. Assist the agency with transition to electronic fare payment.</p>
	<p><b>Operating Expenses</b> Improve efficient operations and cost reductions while maintaining a reserve, continue to test the electric bus fleet on different routes, and work with IT and Maintenance departments to test connected vehicle technology.</p>
	<p><b>Capital Projects</b> Support the agency's expansion and transition of new technology such as autonomous vehicles into revenue service in the long term.</p>





## TRANSPORTATION DIVISION PERFORMANCE COUNTS SCORECARD



## Transportation Department Scorecard, FY23

Achievement Percentage
100%
90 - 99.99%
≤ 89.99%

Metric Code	Metric	Performance Goals	Q1 Performance Results	Q2 Performance Results	Q3 Performance Results	Q4 Performance Results	Quarterly Goal Points	Q1 Earned Points	Q2 Earned Points	Q3 Earned Points	Q4 Earned Points	Year To Date
TR3.5	Preventable Collisions per 100,000 Miles - Fixed Route	≤ 1.5	1.5	1.76	1.42	1	10	10	8.3	10.5	10.9	10
TR5	Missed Trip Segments per Month - Fixed Routes	≤50	18	18	12	18.00	10	11	11	11	11.0	11
TR7	Call Center Average Hold Time (in seconds) - Fixed Route	≤90	63	98	128	91	10	11	9.1	5.8	9.9	9
TR9	Budget Adherence	≤0%	-1.6%	-2.4%	-2.2%	-1.6%	15	16.5	16.5	16.5	16.5	16.5
TR13	Visible Recognition (DEI)	3 events per quarter	3	3	6	5	10	10	10	11	11.0	11
TR15	Paper Reduction (Sustainability)	<70 cases	7	16	22	32	5	5.5	5.5	5.5	5.5	5.5
TR16	Sunrunner Missed Trip Segments	<16	8	5	4	3	20	22	22	22	22.0	22
TR17	Sunrunner On Time Performance	>75%	83.1	72.80	76.98	86.17	15	16.5	14.6	15.4	16.5	15.8
TR18	One-on-One Meetings	34 manager/ employee 1-on-1's completed per quarter	65	84	94	57	5	5.5	5.5	5.5	5.5	5.5
Overall Performance Score							100	108	103	103	109	106

**Q3 Transportation Scorecard Notes**

TR7: Increased call volumes and openings in department created longer hold times. Training new employees and overseeing call queue to reduce wait times.

**Q2 Transportation Scorecard Notes**

TR3.5 Increased collisions overall, resulting in increased preventable collisions. February had normal amount of collisions with less days/run miles which brought the total average up.

This season brings increased traffic flow with tourists. Coaching is occurring after every incident with emphasis on defensive driving and accident mitigation

TR7 Increased call volume resulted in longer hold times across phone queues. Working on schedules and coverage to ensure calls are answered.

TR17 Increased traffic and incidents along SR route resulted in delayed trips. Training has been increased for operators. SR OTP is ahead of system average.



## TRANSPORTATION DIVISION OVERVIEW

### TRANSPORTATION DIVISION BUDGET

Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Salaries	\$ 27,852,730	\$ 31,176,870	\$ 30,426,570	\$ 31,256,010	2.73%
Fringe Benefits	\$ 12,512,300	\$ 13,956,500	\$ 13,958,406	\$ 14,174,250	1.55%
Services	\$ 295,200	\$ 482,500	\$ 481,630	\$ 680,000	41.19%
Supplies	\$ 41,820	\$ 53,550	\$ 37,700	\$ 141,550	275.46%
Privatized Transportation - Trolleys	\$ -	\$ -	\$ -	\$ 3,904,680	100.00%
Miscellaneous	\$ 46,940	\$ 69,100	\$ 81,600	\$ 74,020	-9.29%
<b>Total Operating Expenses</b>	<b>\$ 40,748,990</b>	<b>\$ 45,738,520</b>	<b>\$ 44,985,906</b>	<b>\$ 50,230,510</b>	<b>11.66%</b>

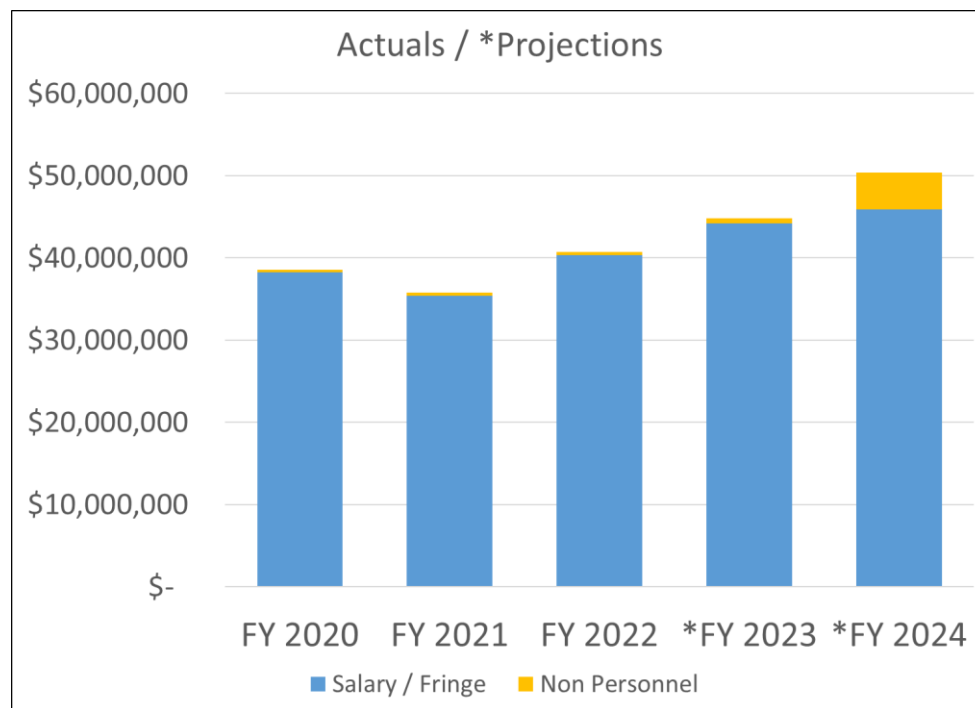
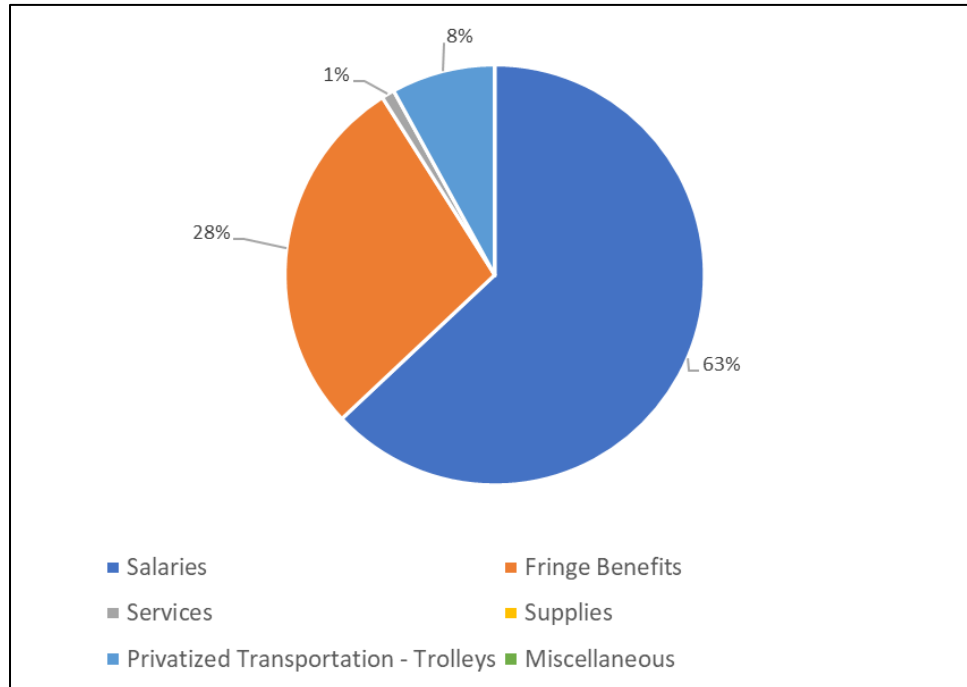
Line Items Shifted in FY '24				
To / (From)	Division	Category	Account Description	Amount
To:	Transportation	Privatized Transportation - Trolleys	Privatized Trans. Looper Service	\$ 908,500
(From):	General Function	Privatized Transportation - Trolleys	Privatized Trans. Looper Service	\$ (908,500)
To:	Transportation	Privatized Transportation - Trolleys	Privatized Trans. Jolley Trolley Service	\$ 2,996,180
(From):	General Function	Privatized Transportation - Trolleys	Privatized Trans. Jolley Trolley Service	\$ (2,996,180)

- Salaries and fringe benefits expenses are increasing due to normal increases and with the assumption that vacancies will be filled.
- Service expenses decreased marginally due to less use of Other Professional & Technical Services.
- Supply expenses increased to include new required equipment.
- Privatized Transportation Jolley Trolley and Looper relocated to Transportation from General Function division.



- Miscellaneous expenses are decreasing in FY 2024 due to an agency wide effort to reduce non-personnel budget requests.

## TRANSPORTATION DIVISION OVERVIEW





*Pinellas Suncoast Transit Authority*

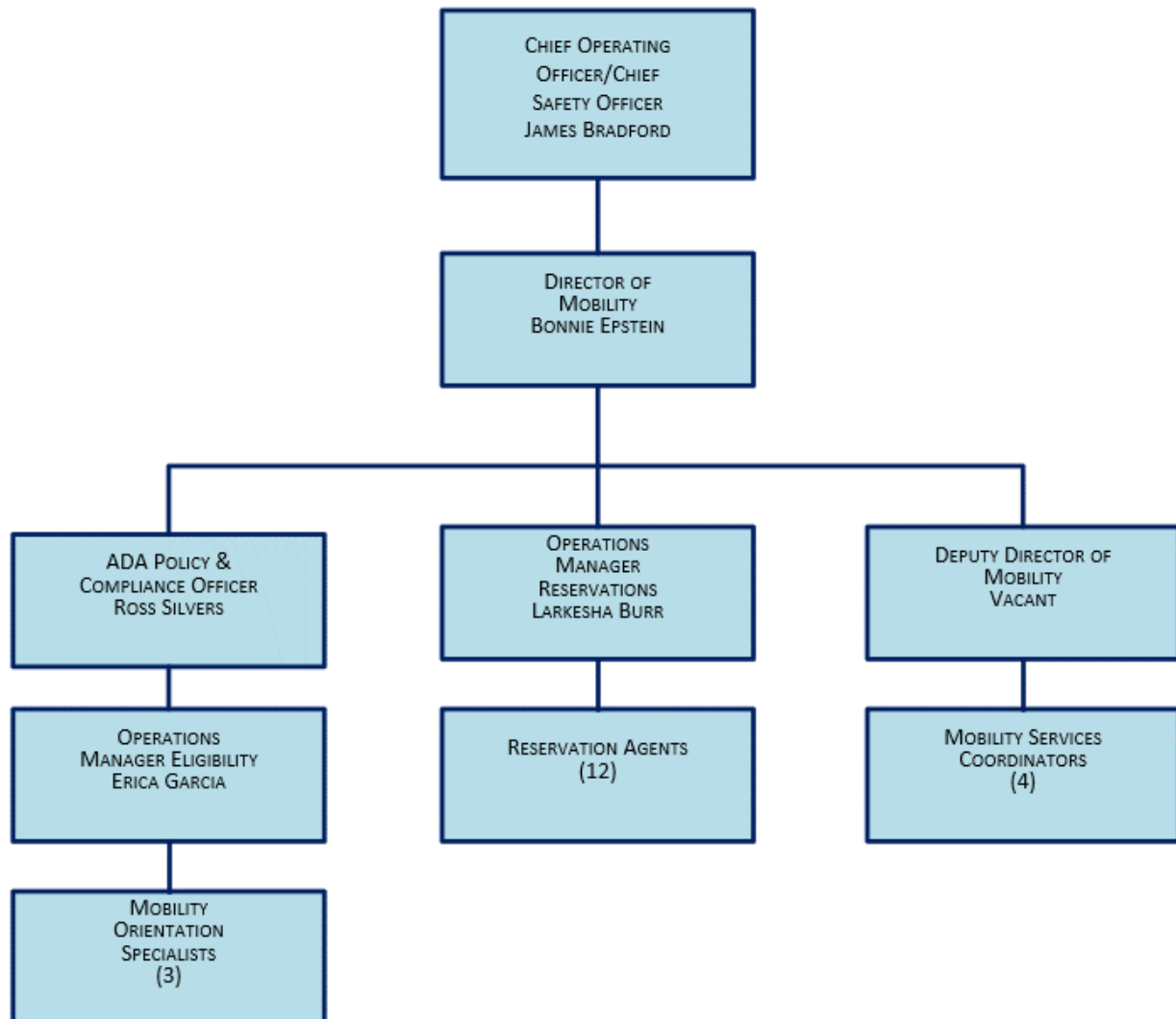
*ADOPTED FY 2024 BUDGET*

## MOBILITY DIVISION





## MOBILITY DIVISION OVERVIEW





## **MOBILITY DIVISION OVERVIEW**

### **MOBILITY DIVISION**

The Mobility Division provides, ADA Paratransit (Access Paratransit), an on demand program for ADA riders (Mobility on Demand), Transportation Disadvantaged services for Pinellas County, and first mile/last mile transportation solutions (Direct Connect) to PSTA's customers. The Mobility team strives to innovate new ride share programs that more closely align with riders' needs within the community and seeks to serve other rider demands for transformative transportation models which extend beyond the traditional transportation offerings.

Currently, the Mobility Division staffs a team of over twenty transportation professionals who oversee PSTA's paratransit service (including eligibility and contract oversight) which provides over one thousand (1,000) daily customer trips, Mobility on Demand, Direct Connect, and the




Transportation Disadvantaged (TD) program which enables thousands of county residents to make their essential trips for life sustaining needs each and every day.

As new mobility models continue to evolve and impact how we deliver service to our customers, we are challenged to keep up with the ever-changing paradigm shifts of how and where trips are taken as the travel needs of our customers continues to change.

The Mobility Division endeavors to stay at the forefront of these frequently shape-shifting trip demands from riders, by continuing to innovate and create smart, accessible, and effective transportation programs like Direct Connect, TD Late Shift, TD Urgent Day, Mobility On-Demand (MOD), and the Healthy Hop program among other new transit initiatives that are on the horizon at PSTA.

## MOBILITY DIVISION OVERVIEW


### Current Key Initiatives

 <p><b>Healthy Communities and Workforce</b></p>	<p><b>Resilience</b></p> <p>Participate in agency efforts to promote resilience including the development of a mobile command center. Incorporate resilience into the Continuity of Operations Plan.</p>
	<p><b>Community Engagement</b></p> <p>Support planning and marketing team efforts in public engagement related to service.</p>
	<p><b>Customer Service</b></p> <p>Provide quality customer service to passengers by minimizing turnaround time of customer complaints, developing a rider response committee to coordinate customer messaging, and assist with improving customer communication options.</p>
	<p><b>Workforce Training &amp; Well-being</b></p> <p>Establish annual operator refresher training program to ensure bus operators participate in refresher training at least once every 2 years.</p>
 <p><b>Environmental Sustainability</b></p>	<p><b>Criteria Air Pollutants &amp; Greenhouse Gas Emissions</b></p> <p>Support agency efforts to reduce CAP and GHG emissions by leveraging environmentally friendly vehicles and implementing and enforcing idling restrictions on fleet.</p>
 <p><b>Economic Vitality</b></p>	<p><b>Ridership &amp; Mobility</b></p> <p>Monitor innovative mobility programs and other mobility options and implement technology solutions to improve services. Evaluate programs for customer satisfaction, improvement, and efficiency as needed. Assist the agency with transition to electronic fare payment.</p>
	<p><b>Operating Expenses</b></p> <p>Improve efficient operations and cost reductions while maintaining a reserve, continue to test the electric bus fleet on different routes, and work with IT and Maintenance departments to test connected vehicle technology.</p>
	<p><b>Capital Projects</b></p> <p>Support the agency's expansion and transition of new technology such as autonomous vehicles into revenue service in the long term.</p>





## MOBILITY DIVISION PERFORMANCE COUNTS SCORECARD



Mobility Department Scorecard, FY23

Achievement Percentage

100%

90 - 99.99%

≤ 89.99%

Metric Code	Metric	Performance Goals	Q1 Performance Results	Q2 Performance Results	Q3 Performance Results	Q4 Performance Results	Quarterly Goal Points	Q1 Earned Points	Q2 Earned Points	Q3 Earned Points	Q4 Earned Points	Year To Date
MO1	Budget Adherence	≤0%	-7%	-7.77%	-10.01	-11.41	15	16.5	16.5	16.5	16.5	16.5
MO2	On-Time Performance - Paratransit	93%	97%	99%	97.86%	98.0%	15	15.6	16.0	15.8	15.8	15.8
MO4	Mobility Call Queue Average Hold Time	<100 seconds	72	125.0	139.00	116	20	22	15.0	12.2	16.8	16.5
MO5	Processing Time for Incoming TD Agency Invoices (in days)	<10 days	3	2.2	2.10	1.55	15	16.5	16.5	16.5	16.5	16.5
MO8	TransDev Hourly Ride Efficiency	0.8 trips/hour	0.82	0.74	0.82	0.88	10	10.3	9.3	10.3	11	10.2
MO9	Physical Introduction to PSTA (DEI)	3 Reservation Agents/quarter	2	6	4	Goal Accomplished	5	3.3	5.5	5.5	5.5	5.0
MO10	Paper Reduction (Sustainability)	Reduce paper usage compared to FY22 (≤8 boxes)	0	3	5	5	5	5.5	5.5	5.5	5.5	5.5
MO11	PSTA Access App Adoption	Q1: 2% of Access trips booked in the app Q2: 6% of Access trips booked in the app Q3: 10% of Access trips booked in the app Q4: 15% of Access trips booked in the app	2%	4%	8%	12%	10	10	6.7	8.0	8.1	8
MO12	One-on-One Meetings	55 manager/ employee 1-on-1's completed per quarter	55	112	131	123	5	5	5.5	5.5	5.5	5
Overall Performance Score							100	105	97	96	101	100

Q2 Mobility Scorecard Notes

MO4: PSTA Access app for MOD trips will be released in May, hopefully reducing call volume. Provided additional training to part-time RA's.

MO8: Issues with multi loading. Working with First Transit to eliminate a few duty structures, to increase efficiency.

MO11: Launching MOD in app booking to increase app adoption

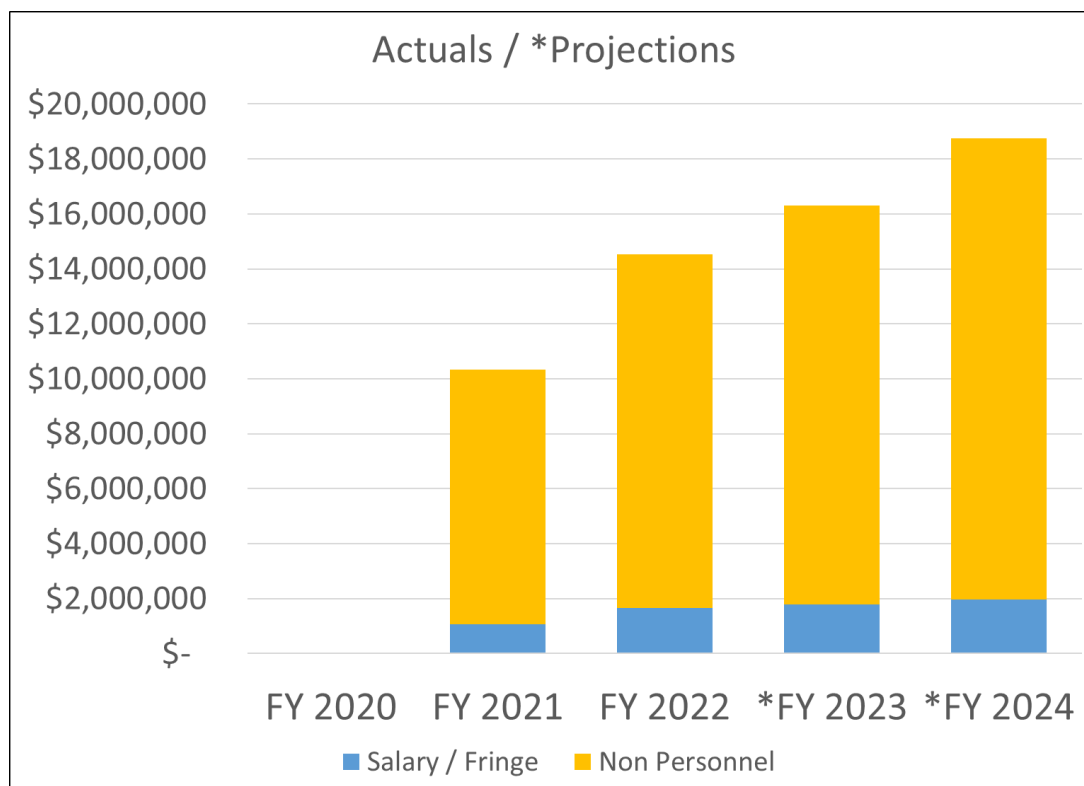
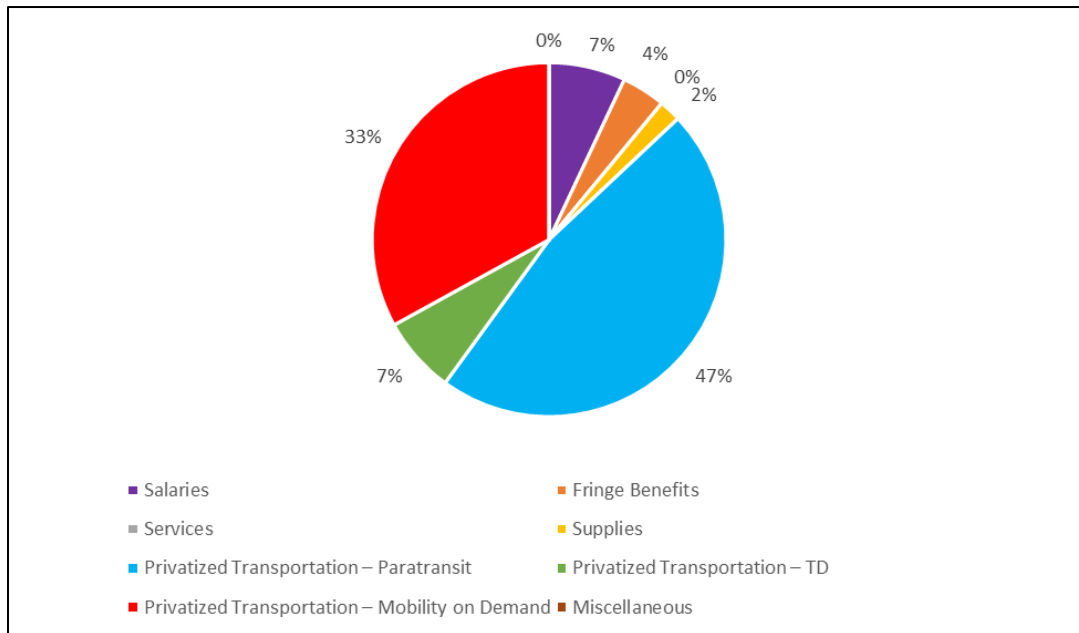
**MOBILITY DIVISION OVERVIEW****MOBILITY DIVISION BUDGET**

Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Salaries	\$ 1,151,400	\$ 1,250,570	\$ 1,235,490	\$ 1,340,970	8.54%
Fringe Benefits	\$ 500,350	\$ 625,990	\$ 562,510	\$ 663,370	17.93%
Services	\$ 76,090	\$ 65,000	\$ -	\$ 7,330	100.00%
Supplies	\$ 428,220	\$ 632,220	\$ 341,290	\$ 410,610	20.31%
Privatized Transportation – Paratransit	\$ 8,077,990	\$ 8,764,550	\$ 8,487,020	\$ 8,592,810	1.25%
Privatized Transportation – TD	\$ 558,250	\$ 765,260	\$ 826,460	\$ 1,373,800	66.23%
Privatized Transportation – Mobility on Demand	\$ 3,718,340	\$ 6,203,960	\$ 5,039,340	\$ 6,177,480	22.59%
Miscellaneous	\$ 18,640	\$ 51,120	\$ 12,190	\$ 18,940	55.37%
<b>Total Operating Expenses</b>	<b>\$ 14,529,280</b>	<b>\$ 18,358,670</b>	<b>\$ 16,504,300</b>	<b>\$ 18,585,310</b>	<b>12.61%</b>

- Salaries and fringe benefits expenses are increasing due to promoted positions, normal increases, and with the assumption that vacancies will be filled.
- Service expenses increased primarily due to the anticipated need for consulting services.
- Supplies increased due to anticipated higher costs in Unleaded Fuel for services provided by Transdev, who's fuel PSTA pays for.
- Paratransit services are anticipated to increase in FY 2024 based on ridership and contractual rates.
- Transportation Disadvantaged services are anticipated to increase in FY 2024 based on ridership and contractual rates.
- Mobility on Demand services are anticipated to increase in FY 2024 based on ridership and contractual rates.
- Miscellaneous expenses increased due to increases in travel and training.



## MOBILITY DIVISION OVERVIEW





**Pinellas Suncoast Transit Authority**

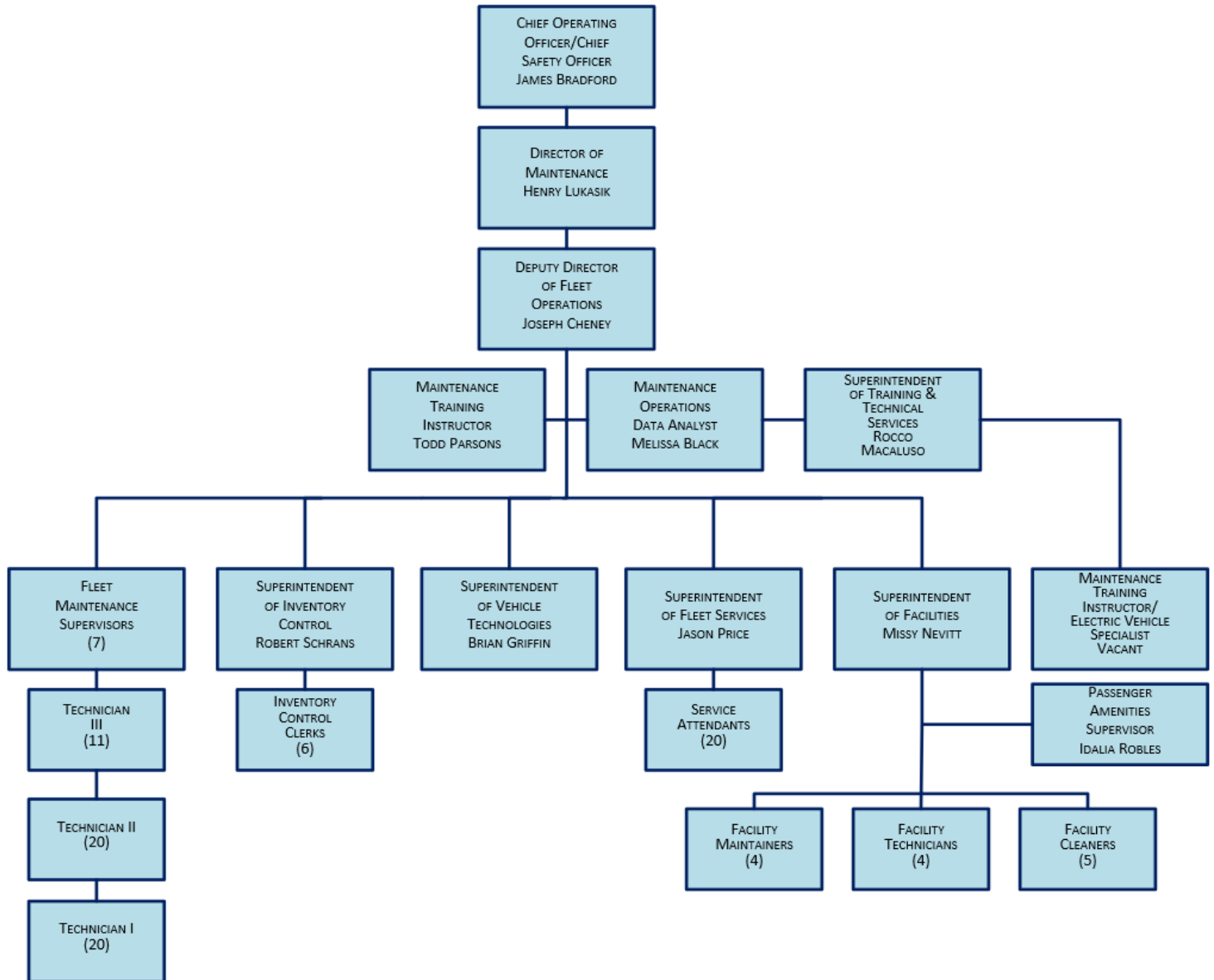
**ADOPTED FY 2024 BUDGET**

# MAINTENANCE DIVISIONS





## MAINTENANCE DIVISIONS OVERVIEW





## **MAINTENANCE DIVISIONS OVERVIEW**

### **MAINTENANCE DIVISIONS**

The Maintenance Divisions are comprised of four departments: Fleet Maintenance, Fleet Services, Facilities Maintenance, and Inventory Control.

The primary goal of the PSTA Maintenance Program is to provide a cost-effective, systematic interruption free pattern of transit operation.

This is accomplished by:

- Ensure all vehicles, facilities and equipment are operating at peak efficiency.
- Ensure all vehicles, facilities and equipment are safe.
- Maximize the life of all vehicles, facilities, and equipment.
- Minimize loss of accessibility due to equipment failure.
- Meet or exceed original equipment manufacturers' maintenance requirements.

- Maintain exterior and interior appearance for vehicles and facilities.
- Maintain a system of permanent vehicle, facility, and equipment maintenance records.
- Administer an aggressive equipment warranty recovery program.

To meet these goals and objectives PSTA has implemented a systematic maintenance program designed primarily to:

- Reduce costs.
- Provide effective scheduling of shop work.
- Be proactive with ongoing maintenance of vehicles, facilities, and equipment.
- Maximize the number of operable vehicles, facilities, and equipment at any time.



## **FLEET MAINTENANCE DIVISION OVERVIEW**

### **FLEET MAINTENANCE DEPARTMENT**

The Fleet Maintenance Department is responsible for 210 revenue service vehicles. As of FY 2023 the revenue fleet is comprised of 106 (50%) diesel heavy duty-transit buses, 90 (43%) hybrid-electric heavy duty-transit buses, 6 (3%) all-electric transit buses, and 8 (4%) diesel body of chassis transit buses.

The Fleet Maintenance Department provides around the clock service for both preventative and demand-response needs of the entire fleet to ensure that 100% pullout is made every day, and that minimal service is delayed or disrupted due to mechanical failures.

The Fleet Maintenance Department 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 replacement/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 operation as well.

The Fleet Maintenance Department ensures all vehicles are in compliance with Regional, State, and Federal entities.

The Fleet Maintenance Department's oversight responsibilities include but are not limited to:

- Preventative Maintenance Inspections.

- Vehicle Diagnosis and Repair.
- Engine, Transmission, Driveline Repair and Overhaul.
- Collision Repair and Bodywork.
- Radio Communication, Surveillance, Smart Technology, Wi-Fi Installation & Maintenance.
- Brakes, Tires, Steering, & Suspension.
- Vehicle Onboard Americans with Disabilities Act (ADA) Equipment.
- Road-Call Support and Towing When Necessary.
- Fueling, Cleaning, & Detailing.
- Farebox & Vault Pulling.




Additionally, the Fleet Maintenance Department is responsible for maintaining all non-revenue support vehicles for PSTA to ensure all vehicles are properly serviced, repaired, and readily available for use. Service is provided to fifty-two (52) service vehicles, which are comprised of pool cars, service trucks, and miscellaneous support equipment. In total, the Fleet Maintenance Department maintains approximately two hundred seventy-two (262) vehicles.

The Fleet Services Department ensures all revenue service vehicles are properly crewed nightly, which includes the fueling of all buses and support vehicles, checking and filling of critical vehicle fluids, interior cleaning including; trash removal, sweeping, mopping and disinfecting, exterior washing, major cleaning details, pest control, posting and removal of advertisements/notices on buses, farebox vault pulling and fare media replenishment, etc.




## FLEET MAINTENANCE DIVISION OVERVIEW

### Current Key Initiatives

 <p><b>Healthy Communities and Workforce</b></p>	<p><b>Resilience</b></p> <p>Lead agency initiatives, with the support of Finance, to implement projects that improve resilience such as a mobile command center, battery export power supply research and feasibility, and other related capital projects. Incorporate resilience into the TAMS.</p>
	<p><b>Workforce Training &amp; Well-being</b></p> <p>Participate in agency initiative to track and streamline workforce training. Maintain and Enhance Maintenance Certification Program.</p>
 <p><b>Environmental Sustainability</b></p>	<p><b>Energy</b></p> <p>Lead agency initiatives to reduce energy consumption and increase energy efficiency through projects such as sub-metering program, energy auditing, lighting upgrades, and the installation of renewable charging for the growing electric fleet. Support effort to track fuel use of contracted fleet.</p>
	<p><b>Water</b></p> <p>Lead agency initiatives to reduce water consumption and increase water use efficiency through projects such as sub-metering program, water use auditing, fixture upgrades, expanding leak detection programs, and replacing the aging bus washing facility.</p>
	<p><b>Waste &amp; Recycling</b></p> <p>Support agency initiatives to promote recycling to employees and passengers as well as leading waste auditing for improved waste reduction.</p>
 <p><b>Economic Vitality</b></p>	<p><b>Criteria Air Pollutants &amp; Greenhouse Gas Emissions</b></p> <p>Lead the agency's effort to convert the fleet to environmentally friendly vehicles with the support of Planning and Finance departments. Implement idling restrictions in partnership with Operations.</p>
	<p><b>Operating Expenses</b></p> <p>Support the agency's effort to test connected vehicle technology and determine the right size vehicles for different routes and services.</p>
	<p><b>Capital Projects</b></p> <p>Support capital project development with revenue fleet replacements and replacing or upgrading vehicle technology and aging facilities.</p>



## MAINTENANCE DIVISIONS PERFORMANCE COUNTS SCORECARD

<div>Maintenance Department Scorecard, FY23</div>								<div>Achievement Percentage</div> <div>100%</div> <div>90 - 99.99%</div> <div>≤ 89.99%</div>				
Metric Code	Metric	Performance Goals	Q1 Performance Results	Q2 Performance Results	Q3 Performance Results	Q4 Performance Results	Quarterly Goal Points	Q1 Earned Points	Q2 Earned Points	Q3 Earned Points	Q4 Earned Points	Year To Date
MT1	Vehicle Availability	100%	105%	105%	104%	102%	20	21	21	21	20	20.8
MT2	Mean Distance Between Bus Failures	20,000	24,050	25,159	25,893	25,034	20	22	22	22	22.0	22
MT3	Battery Electric Bus Vehicle Uptime	70%	98%	65%	83%	64%	15	16.5	13.9	16.5	13.7	15.2
MT5	Budget Adherence	≤0%	-0.06%	1%	-1.00%	-0.02%	5	5.5	0	5.5	5.5	5.5
MT6	Fixed Route Amenities Assessment Rating	3	4.29	4.15	4.31	4.38	10	11	11	11	11	11.0
MT7	Provide recycling for riders and at stations (Sustainability)	Q1 & Q2--Purchase, install, and monitor recycling containers at GCS, PST, & PPTC. Q3 & Q4--Purchase, install, and monitor recycling containers at Largo Commons, Tyrone Mall, Countryside Mall, & Layby.	Goal Achieved	Goal Achieved	Goal Achieved	Goal Achieved	10	10	10	10	10.0	10
MT8	Recognition - Positively recognize 2 undermentioned/unsung frontline employees each quarter (DEI)	2/qtr	2	3	1	80	5	5	5.5	2.5	5.5	4.6
MT9	Sunrunner Approved Vehicle Availability	100%	100%	100%	92%	100%	5	5	5	4.6	5.0	4.9
MT10	Paper Reduction (Sustainability)	<5 cases	4	4	4	4.00	5	5.5	5.5	5.5	5.5	5.5
MT11	One-on-One Meetings	24 manager/ employee 1-on-1's completed per quarter	24	24	24	24	5	5	5	5	5	5
Overall Performance Score							100	107	99	103	104	104
<div><h3>Q3 Maintenance Scorecard Notes</h3><p>MT8: One person recognized; three previous qtr.</p><p>MT9: Branded SunRunner buses down part of qtr; plugged in with non-sunrunner buses.</p><h3>Q2 Maintenance Scorecard Notes</h3><p>MT3: Buses down most of the qtr</p><p>MT5: over budget A/C Maint and General Contractor Maint in March</p><p>MT7: All recycling containers deployed in Qtr 2</p><p>MT8: D Brown nominated for tech of the year</p><p>MT9: Sunrunner buses down filled in with regular buses</p></div>												

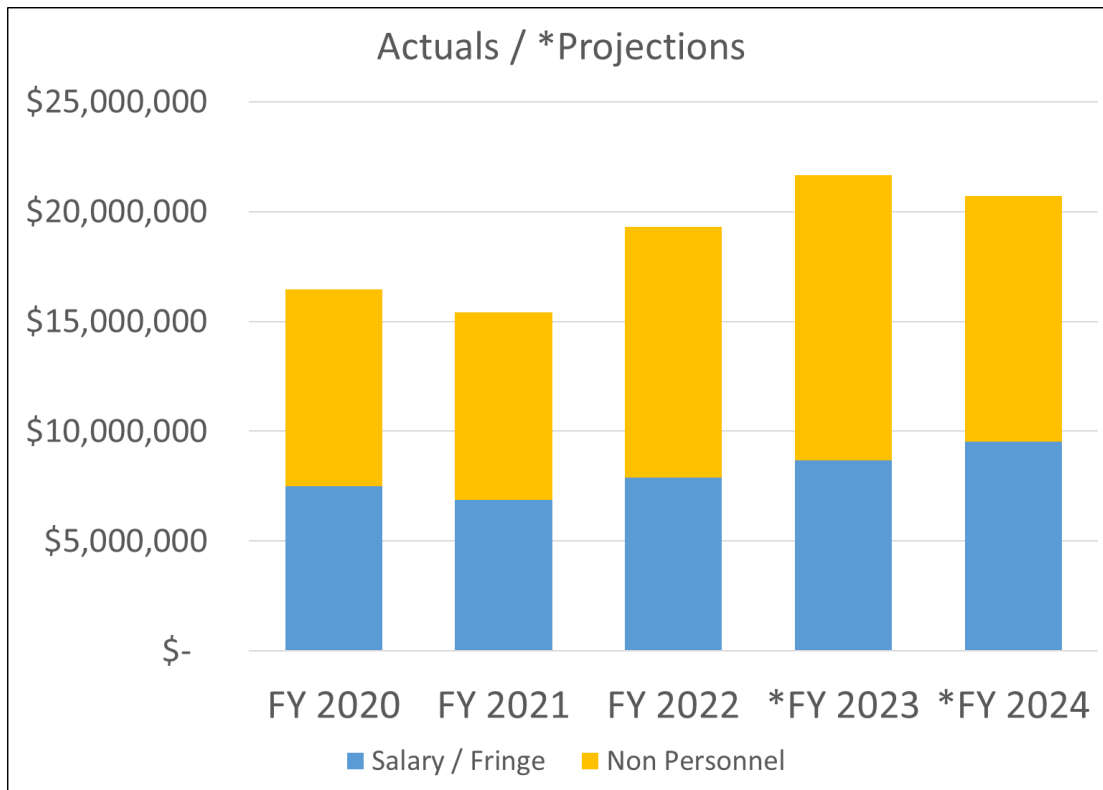
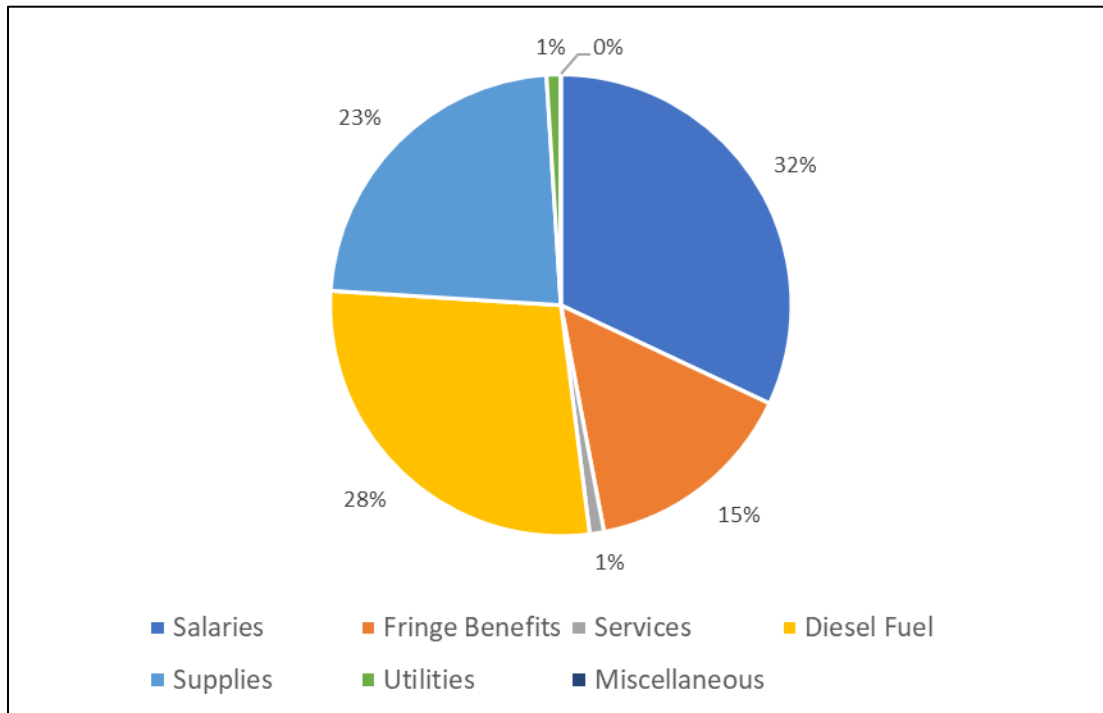
**FLEET MAINTENANCE DIVISION OVERVIEW****FLEET MAINTENANCE DEPARTMENT BUDGET**

Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Salaries	\$ 5,373,680	\$ 5,816,200	\$ 6,003,340	\$ 6,384,630	6.35%
Fringe Benefits	\$ 2,523,800	\$ 2,974,930	\$ 2,766,310	\$ 3,152,200	13.95%
Services	\$ 67,280	\$ 235,100	\$ 425,100	\$ 237,300	-44.18%
Diesel Fuel	\$ 6,875,020	\$ 8,503,870	\$ 7,700,600	\$ 5,769,810	-25.07%
Supplies	\$ 4,355,890	\$ 4,508,390	\$ 4,785,000	\$ 4,852,250	1.41%
Utilities	\$ 25,460	\$ 30,000	\$ 35,000	\$ 242,130	591.80%
Miscellaneous	\$ 81,430	\$ 48,750	\$ 43,850	\$ 42,960	-2.03%
<b>Total Operating Expenses</b>	<b>\$ 19,302,560</b>	<b>\$ 22,117,240</b>	<b>\$ 21,759,200</b>	<b>\$ 20,681,280</b>	<b>-4.95%</b>

- Salaries and fringe benefits expenses increased due to salary increases.
- Service expenses decreased due to some software services moving to the IT Division's Computer Software budget.
- Diesel Fuel expense decreased primarily due to reductions in year-to-year market prices.
- Supply expenses increased due to costs associated with revenue vehicle repair parts.
- Utility expenses increased significantly due to additional utilization of electric buses.
- Miscellaneous expenses decreased due to less expenses related to freight shipping.



## FLEET MAINTENANCE DIVISION OVERVIEW





## FACILITIES MAINTENANCE DIVISION OVERVIEW

### FACILITIES MAINTENANCE DEPARTMENT

The Facilities Maintenance Department 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 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/electrical/plumbing/ and HVAC demands, maintenance support for PSTA's external real-time hardware components, and the general upkeep of PSTA's main Administrative Headquarters as well as four (4) passenger terminals, and two (2) Park-N-Ride lots located in Pinellas County. In addition, five (5) high ridership transfer locations are also maintained by the Department. To augment the staff of the Facilities Maintenance Department outside contractors and vendors support building and property related maintenance functions are also utilized.

The Facilities Maintenance Department also oversees capital asset facilities related acquisitions, installations, and rehabilitations.

The Facilities Maintenance Department oversight includes, but is not limited to the maintenance of:

- Over 4,400 bus stops, 527 bus shelters and 740 benches, using a staff of 15 people plus sub-contractors.
- Installation, maintenance and repair of PSTA amenities including;
- Bus stops, benches and landing pads.




- Landscaping at PSTA Headquarters, 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.
- New construction of buildings, facilities, and capital asset infrastructure to support the on-going operations.
- Rehabilitation of existing PSTA structures and equipment.

The ongoing goals of the Facilities Maintenance Department are follows:

- Facilitate from traditional reactive and breakdown maintenance practices to a proactive maintenance program.
- Facilitate the adoption of a data collection system that allows discreet local management based on standardized data.
- Minimize interval or cycle-based maintenance where appropriate and cost effective.
- Develop and coordinate standardized facilities assessment policies and guidance.
- Develop and coordinate facilities maintenance self-assessments.
- Develop and advocate proper facilities maintenance resource strategies and rules-of-thumb.
- Maintain a clear facilities maintenance strategic plan. Develop benchmarks with best practices of like agencies to identify opportunities for improvement.

## FACILITIES MAINTENANCE DIVISION OVERVIEW

### Current Key Initiatives

 <b>Healthy Communities and Workforce</b>	<b>Resilience</b> <p>Lead agency initiatives, with the support of Finance, to implement projects that improve resilience such as a mobile command center, battery export power supply research and feasibility, and other related capital projects. Incorporate resilience into the TAMS.</p>
	<b>Workforce Training &amp; Well-being</b> <p>Participate in agency initiative to track and streamline workforce training. Maintain and Enhance Maintenance Certification Program.</p>
 <b>Environmental Sustainability</b>	<b>Energy</b> <p>Lead agency initiatives to reduce energy consumption and increase energy efficiency through projects such as sub-metering program, energy auditing, lighting upgrades, and the installation of renewable charging for the growing electric fleet. Support effort to track fuel use of contracted fleet.</p>
	<b>Water</b> <p>Lead agency initiatives to reduce water consumption and increase water use efficiency through projects such as sub-metering program, water use auditing, fixture upgrades, expanding leak detection programs, and replacing the aging bus washing facility.</p>
	<b>Waste &amp; Recycling</b> <p>Support agency initiatives to promote recycling to employees and passengers as well as leading waste auditing for improved waste reduction.</p>
	<b>Criteria Air Pollutants &amp; Greenhouse Gas Emissions</b> <p>Lead the agency's effort to convert the fleet to environmentally friendly vehicles with the support of Planning and Finance departments. Implement idling restrictions in partnership with Operations.</p>
 <b>Economic Vitality</b>	<b>Operating Expenses</b> <p>Support the agency's effort to test connected vehicle technology and determine the right size vehicles for different routes and services.</p>
	<b>Capital Projects</b> <p>Support capital project development with revenue fleet replacements and replacing or upgrading vehicle technology and aging facilities.</p>

**FACILITIES MAINTENANCE DIVISION OVERVIEW****FACILITIES MAINTENANCE DEPARTMENT BUDGET**

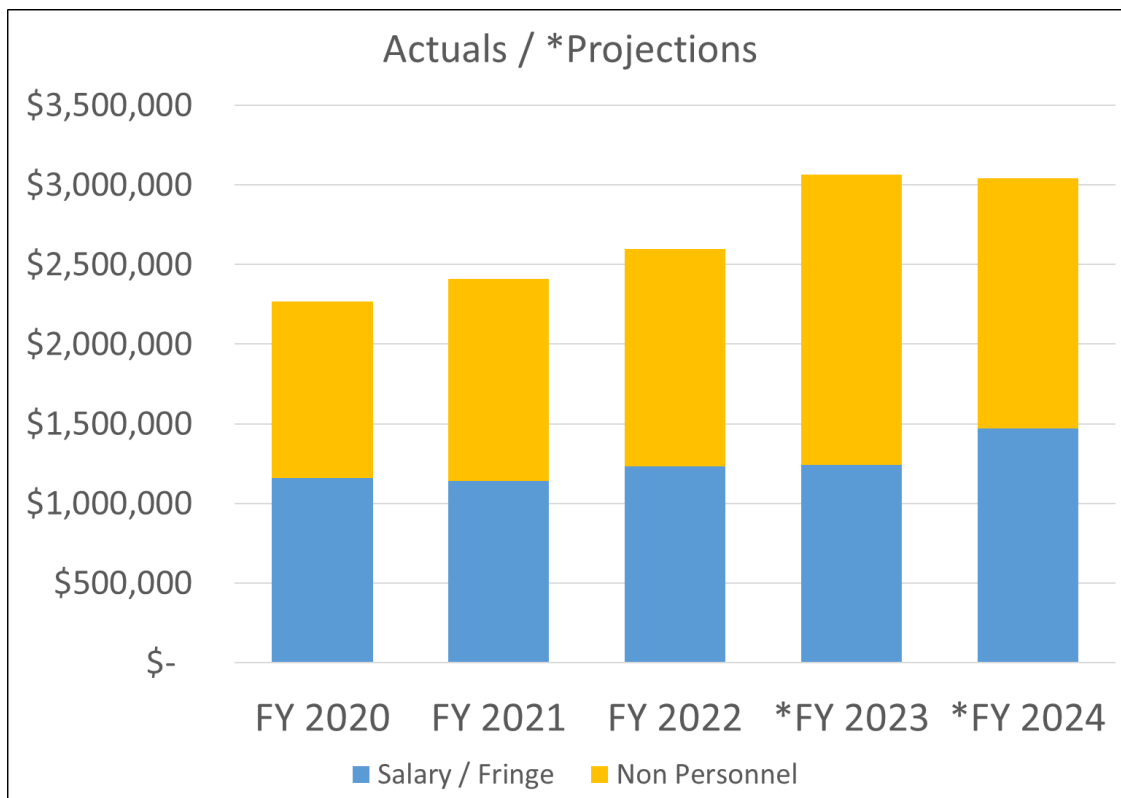
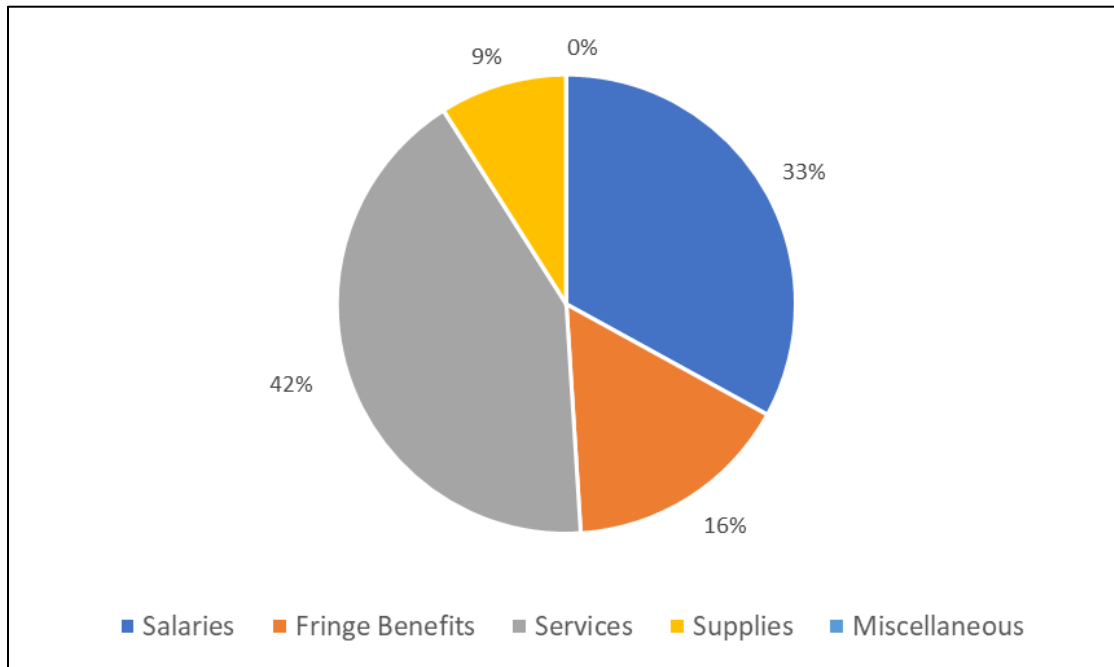
Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Salaries	\$ 846,190	\$ 940,520	\$ 874,160	\$ 981,490	12.28%
Fringe Benefits	\$ 387,290	\$ 489,440	\$ 383,110	\$ 487,680	27.30%
Services	\$ 1,058,370	\$ 1,376,500	\$ 1,550,500	\$ 1,570,500	1.29%
Supplies	\$ 299,770	\$ 253,500	\$ 263,000	\$ 273,500	3.99%
Miscellaneous	\$ 4,550	\$ 8,200	\$ 9,800	\$ 6,400	-34.69%
<b>Total Operating Expenses</b>	<b>\$ 2,596,170</b>	<b>\$ 3,068,160</b>	<b>\$ 3,080,570</b>	<b>\$ 3,319,570</b>	<b>7.76%</b>

- Salaries and fringe benefits expenses are increasing due to normal increases and with the assumption that vacancies will be filled.
- Service expenses increased marginally.
- Supply expenses increased due to planned renovations in the operator break room.
- Miscellaneous expenses are expected to decrease marginally.





## FACILITIES MAINTENANCE DIVISION OVERVIEW





## **MAINTENANCE DIVISION OVERVIEW**

### **INVENTORY CONTROL DEPARTMENT**

The Inventory Control Division is overseen by the Superintendent of Inventory Control assisted by two (2) Lead Inventory Control Clerk and six (6) Inventory Control Clerks. The Inventory Control Division is staffed seven (7) days per week and twenty-four (24) hours per day (24/7).

The primary objective of the PSTA's Inventory Control Department is to ensure that parts and supplies are available for use in sufficient quantities all the while working towards reducing costs and controlling the number of non-moveable or slow-moving parts (those parts in stock over two (2) years or more).

Regular review of inventory is conducted to monitor the flow of parts and supplies. This information is used to establish a minimum and maximum estimate of the total parts and supplies needed. A physical count of inventory is

conducted throughout the fiscal year with an entire physical audit of the inventory conducted each year. Presently, the inventory control staff manages over ten thousand (10,000) different parts at a value of approximately four (4) million dollars.

In addition to managing inventory and supply levels, the Department also handles the following:

- Shipping & Receiving for the entire organization.
- Management of all vehicle fluids, gases, and supplies.
- Tracking and handling of all vehicle warranty recovery claims and reimbursements.
- Tracking and management of uniforms for one hundred (100) Maintenance employees.



# GENERAL FUNCTION



## GENERAL FUNCTION DIVISION OVERVIEW

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., utilities, purchased transportation, etc., are charged to the General Function Division.

## GENERAL FUNCTION DIVISION BUDGET

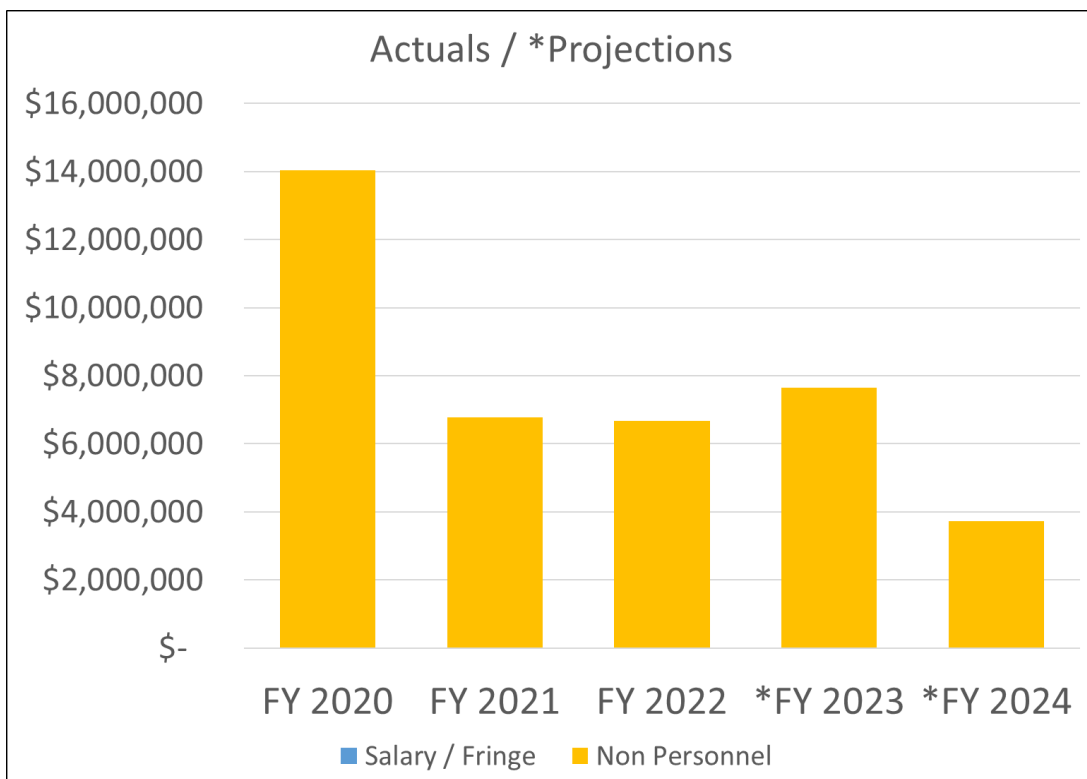
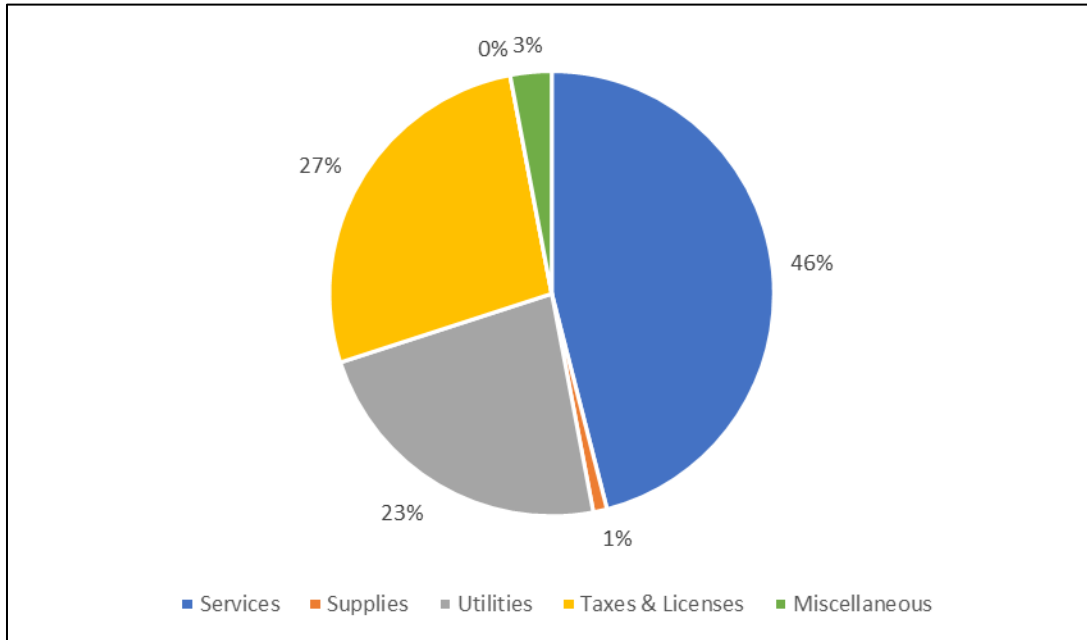
Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Services	\$ 1,695,550	\$ 1,992,120	\$ 1,996,640	\$ 1,697,600	-14.98%
Supplies	\$ 32,900	\$ 50,400	\$ 45,000	\$ 42,500	-5.56%
Utilities	\$ 671,030	\$ 745,780	\$ 768,970	\$ 838,390	9.03%
Taxes & Licenses	\$ 850,340	\$ 998,690	\$ 956,290	\$ 1,014,270	6.06%
Privatized Transportation – Trolleys	\$ 3,317,160	\$ 3,616,510	\$ 3,760,970	\$ -	-100.00%
Miscellaneous	\$ 99,770	\$ 124,570	\$ 115,570	\$ 125,500	8.59%
<b>Total Operating Expenses</b>	<b>\$ 6,666,750</b>	<b>\$ 7,528,070</b>	<b>\$ 7,643,440</b>	<b>\$ 3,718,260</b>	<b>-51.35%</b>

Line Items Shifted in FY '24				
To / (From)	Division	Category	Account Description	Amount
To:	General Function	Services	Temporary Help Contingency	\$ 10,000
(From):	Finance	Services	Temporary Help	\$ (10,000)
To:	General Function	Services	Temporary Help Contingency	\$ 5,000
(From):	HR	Services	Temporary Help	\$ (5,000)
To:	Transportation	Privatized Transportation - Trolleys	Privatized Trans. Looper Service	\$ 908,500
(From):	General Function	Privatized Transportation - Trolleys	Privatized Trans. Looper Service	\$ (908,500)
To:	Transportation	Privatized Transportation - Trolleys	Privatized Trans. Jolley Trolley Service	\$ 2,996,180
(From):	General Function	Privatized Transportation - Trolleys	Privatized Trans. Jolley Trolley Service	\$ (2,996,180)

- Service expenses and Privatized Transportation decreased due to the shifts to other divisions.
- Agency-wide Temporary Help services has been consolidated into General Function from other divisions.
- Utilities expenses increased due to rate increases.



## GENERAL FUNCTION DIVISION OVERVIEW





# INSURANCE DIVISION





## INSURANCE DIVISION OVERVIEW

The Insurance Division is maintained under the control of the Chief Financial Officer with direct oversight by the Director of Risk Management. 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.

### INSURANCE DIVISION BUDGET

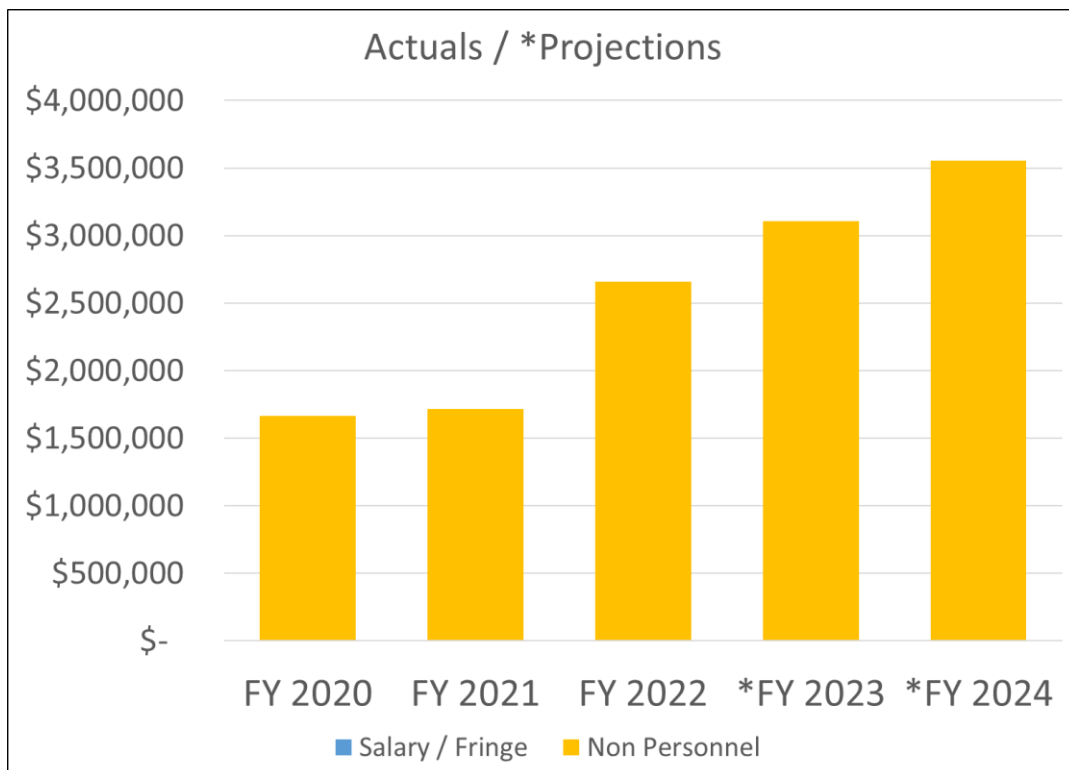
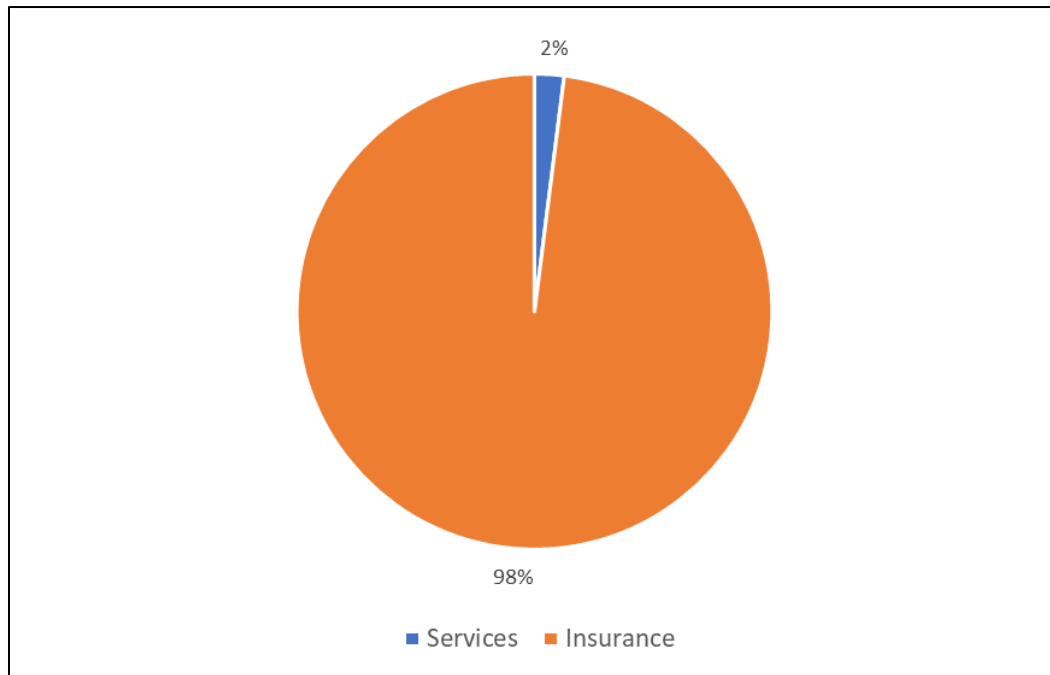
Expense Item	Actual FY 2022	Adopted FY 2023	Projected FY 2023	Adopted FY 2024	% Change FY 2023 FY 2024
Services	\$ 55,500	\$ 58,540	\$ 57,920	\$ 65,940	13.85%
Insurance	\$ 2,602,250	\$ 1,778,500	\$ 3,048,230	\$ 3,495,700	14.68%
<b>Total Operating Expenses</b>	<b>\$ 2,657,750</b>	<b>\$ 1,837,040</b>	<b>\$ 3,106,150</b>	<b>\$ 3,561,640</b>	<b>14.66%</b>

- Service expenses increased marginally.
- Insurance expenses increased due to anticipated market increases.





## INSURANCE DIVISION OVERVIEW





# CAPITAL BUDGET



## CAPITAL BUDGET OVERVIEW

### CAPITAL BUDGET SUMMARY

Presented below is the Capital Improvement Plan for fiscal years 2024 – 2028. Included in this plan are the capital expenditures necessary to sustain and improve the equipment, facilities, and technology of the Pinellas Suncoast Transit Authority. Capital expenditures create future benefits and are incurred when capital finances are used to purchase capital assets with a useful life of at least one year or to add value to an existing capital asset (as is the case in associated capital). The capital asset capitalization threshold is \$5,000 with a useful life of at least one year. PSTA has budgeted \$73,531,077 in capital expenditures for FY 2024.

### CAPITAL BUDGET PROCESS

As part of The Authority's budgeting process, the Finance Division meets annually with project managers, Directors, and Chiefs for their respective areas. The management staff is asked to project needs for future expenditures in the current year and the next five years which supports the Sustainability Strategic Plan. In the case of the FY 2024 capital budget, the staff was asked to project the forecast for the current FY 2023 and FY 2024 – 2028 expected project expenditures. After the meetings, the Finance Division develops the FY 2024 budget and the FY 2025 – 2028 capital improvement plan and then is presented to the Chief Executive Officer. The capital budget and plan are then presented to the Finance and Planning committees and then to the PSTA Board of Directors for final approval. The PSTA Board of Directors approves the capital budget during a series of two public hearings in September.

### CAPITAL BUDGET FUNDING

The total capital budget for fiscal year 2024 is \$73,531,077.

The funding for the capital budget is listed below:

Funding Agencies	2024 Funding Amount
ARP	\$ 1,267,209
Capital Reserve	\$ 6,142,944
City of Clearwater (Land)	\$ 3,900,000
City of St. Petersburg	\$ 520,089
FDOT	\$ 2,569,750
Forward Pinellas	\$ 368,500
FTA Current	\$ 48,719,183
FTA Future - Discretionary	\$ 3,750,000
FTA Future - Formula	\$ 6,293,402
<b>Total Funding - FY 2024 Capital Budget</b>	<b>\$ 73,531,077</b>

The Federal Transit Administration is responsible for 80% of the funding for the FY 2024 capital budget, with Sections 5307, 5309, 5310, 5312, 5337, 5339, and other miscellaneous grant funds.

Section 5307, 5337, and 5339 – Urbanized Formula Grants that have been awarded and being used are \$53.5 million. Transit agencies are eligible for these funds based upon legislative formulas. For areas of 50,000 to 199,999 in population, the formula is based on population and population density. For areas with populations of 200,000 and more, the formula is based on a combination of bus revenue vehicle miles, bus passenger miles, fixed guideway revenue vehicle miles, fixed guideway revenue vehicle miles, and fixed guideway route miles as well as population and population density. For matching, the



federal share is not to exceed 80 percent of the net project cost for capital expenditures.

The eligible activities, that relate to PSTA, are planning, engineering, design and evaluation of transit projects and other technical transportation-related studies, capital investments in bus and bus-related activities such as replacement, overhaul and rebuilding of buses, crime prevention, security equipment, construction and maintenance of passenger facilities, and computer hardware and software.

In addition, associated transit improvements and certain expenses associated with mobility management programs are eligible under the program. All preventive maintenance and some Americans with Disabilities Act complementary paratransit service costs are considered capital costs.

For the five-year capital plan, the following funding sources are identified.

Funding Sources	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028
ARP	\$ 1,267,209	\$ -	\$ -	\$ -	\$ -
Capital Reserve	6,142,944	2,449,314	2,118,600	2,118,600	3,118,600
City of Clearwater (Land)	3,900,000	-	-	-	-
City of St. Petersburg	520,089	94,286	-	-	-
FDOT	2,569,750	1,725,000	-	-	-
Forward Pinellas	368,500	1,105,500	726,000	-	-
FTA Current	48,719,183	21,455,496	964,000	200,000	-
FTA Future - Discretionary	3,750,000	11,250,000	5,000,000	-	-
FTA Future - Formula	6,293,402	6,355,798	6,150,912	2,334,950	22,015,520
Pinellas County	-	-	8,000,000	-	-
TBD Conceptual	-	-	-	-	-
VW Settlement	-	18,000,000	-	-	-
<b>Total Funding FY 2024-2028 Capital Plan</b>	<b>\$ 73,531,077</b>	<b>\$ 62,435,394</b>	<b>\$ 22,959,512</b>	<b>\$ 4,653,550</b>	<b>\$ 25,134,120</b>



The Federal Transit Administration is the primary funding agency for the five-year plan. Several different types of FTA funding has been secured and applied. For the detail of the FTA funding, please see below:

Federal Transit Administration Funding	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028
5307 Urbanized Formula Grants	\$ 31,837,624	\$ 7,251,798	\$ 12,093,912	\$ 2,527,950	\$ 22,008,520
5309 Earmark	1,443,389	-	-	-	-
5312 Innovation and Development Grant	24,000	24,000	14,000	-	-
5337 Urbanized Formula Grants	7,000	7,000	7,000	7,000	7,000
5339 Urbanized Formula Grants	21,700,572	20,528,496	-	-	-
5339 Discretionary Grants	-	-	-	-	-
Rebuilding American Infrastructure with Sustainability & Equity (RAISE)	3,750,000	11,250,000	-	-	-
20005(b) TOD Planning Pilot Program Grant	-	-	-	-	-
Total Federal Transit Administration Funding FY 2024-2028	\$ 58,762,585	\$ 39,061,294	\$ 12,114,912	\$ 2,534,950	\$ 22,015,520

As each year progresses, the grants department makes applications to various funding sources to secure the necessary monies to pay for the various projects in the capital plan. The grant applications completed in FY 2023 for future years projects is \$20,818,905. All of this funding are formula funds and are allocated each year to the urbanized area. These funds are dedicated for the continued sustainability plan of serving Pinellas

County with more efficient modes of transportation such as hybrid and electric buses that have low to no emissions and providing rapid transit in areas of Pinellas County where the population would benefit from the availability. Out of this funding PSTA will use \$5,338,677 toward administrative, preventive maintenance labor, and short-range planning costs, leaving \$15,480,228 for capital projects.



## **EXPENDITURES**

**Vehicles** – Vehicles are budgeted at \$23,304,972 or 31% of the total capital budget. This budget includes the purchase of electric buses and charging equipment.

**Passenger Amenities** – Passenger Amenities are budgeted at \$5,411,209 or 7% of the total capital budget. This budget includes the purchase of replacement shelters, and additional SunRunner buses.

Passenger shelters are deployed based upon the needs of the community, either to replace old or damaged shelters or to accommodate increased utilization of stops. To accompany the shelters, pedestrian access/walkways are built for new stops, rebuild, expand current walkways or to provide foundation for new shelters.

**Training and Third-Party Contracts** – Training and third-party contracts are budgeted at \$1,869,000 or 3% of the total capital budget. This budget includes a community bus plan update and PSTA's South St. Pete Study project.

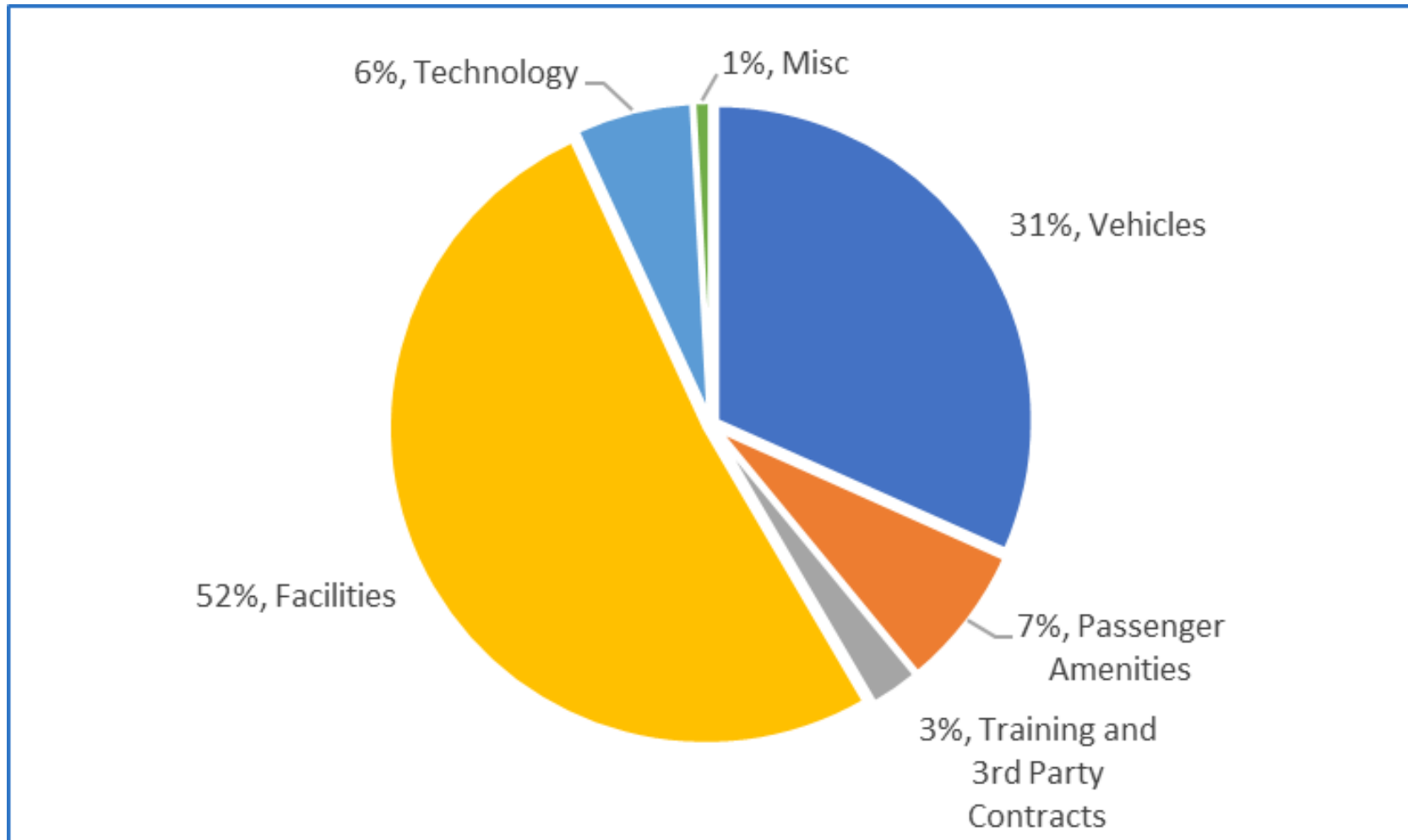
**Facilities** – Facilities are budgeted at \$37,878,697 or 52% of the total capital budget. The largest projects are the Clearwater Multimodal Transit Center construction project and the Solar Panels project.

**Technology** – Technology is budgeted at \$4,421,809 or 6% of the total capital budget. Key projects include bus modems, the Hastus Upgrade project, and Main Campus Switch Replacement Phase 2.

**Miscellaneous and Contingency** – Miscellaneous and contingency is budgeted at \$645,390 or 1% of the total capital budget. The largest portion is the contingency budget of \$250,000. This amount is utilized throughout the year for unanticipated needs.



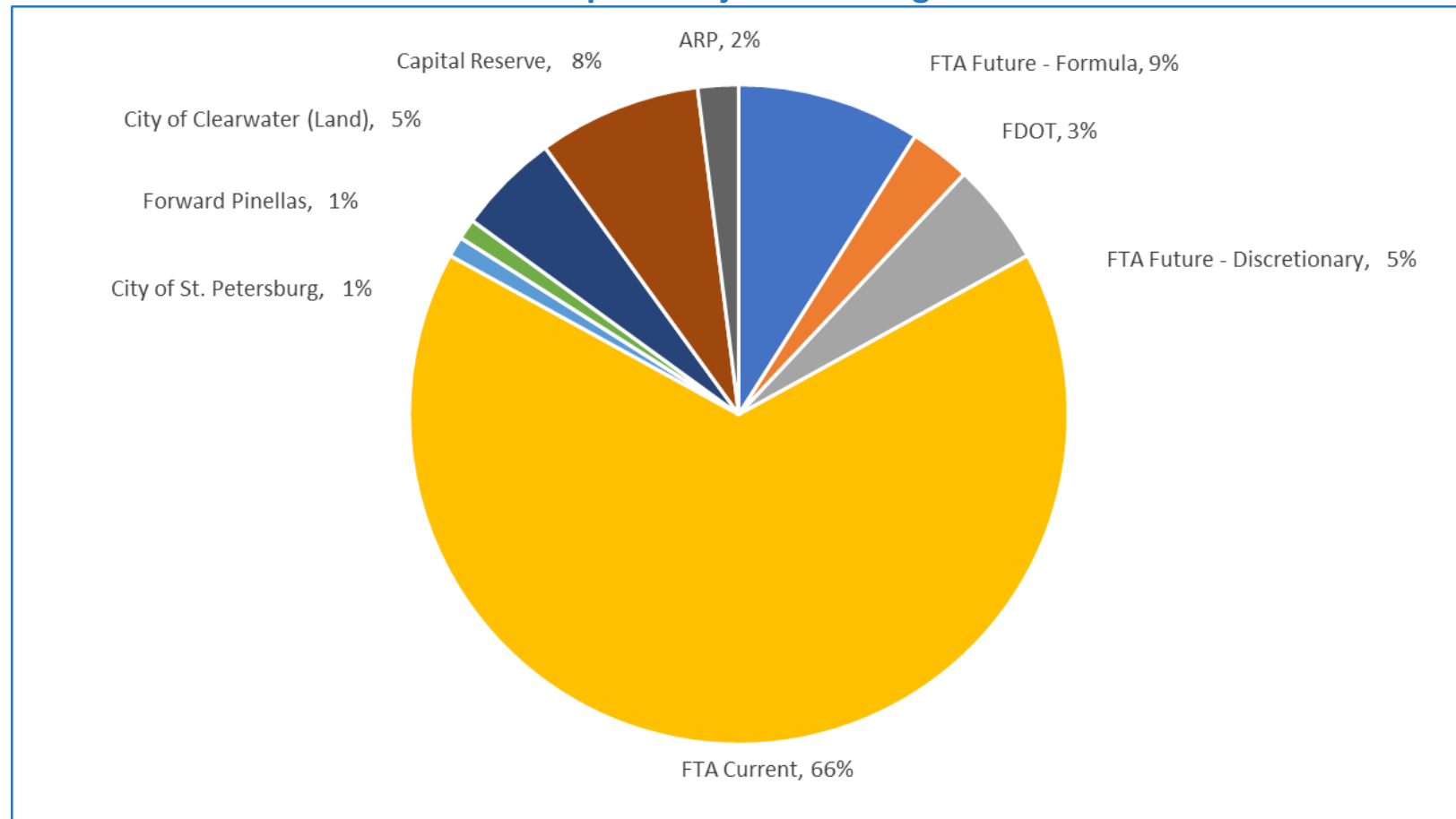
### FY 2024 Capital Budget by Category







### FY 2024 Capital Projects Funding Sources



The five-year capital plan represents the collaborative and thoughtful approach that Pinellas Suncoast Transit Authority has taken to achieve the Sustainability Strategic Plan goals for the future. It is

important to note that this approach is done with the assistance of the PSTA staff, the PSTA Board of Directors and most importantly the citizens and visitors of Pinellas County.



## **Capital Projects Effects on Future Operating Budgets**

The purchase of sixty electric vehicles over five years will cumulatively save the Agency in fuel costs and maintenance. The agency is also preparing to have increased operating costs in the form of propulsion power. Additional projects are included to ensure charging equipment is available and can connect to the local electrical grid.

When construction for the Clearwater Multimodal Transit Center is complete in a few years, the Facilities Maintenance division will have increased costs. Additionally, usage of utilities will increase.

The Solar project is a significant and nonrecurring project. Once the installation is complete, PSTA will immediately see savings in electricity costs.



## VEHICLE PROJECTS

Project Type	Project Title	Funding	FY 2023 Adopted Budget	Total Project Est	FY 2024 Budget Request	FY 2025 Project Plan	FY 2026 Project Plan	FY 2027 Project Plan	FY 2028 Project Plan
Vehicles	Major Component Replacement Program 2022	Capital Reserve	-	1,169,000	-	-	-	-	-
	Major Component Replacement Program 2023	Capital Reserve	1,500,000	1,500,000	-	-	-	-	-
	Major Component Replacement Program Future Years	Capital Reserve	-	7,500,000	1,500,000	1,500,000	1,500,000	1,500,000	1,500,000
	Major Component Replacement Program Future Years	FTA Future - Formula	-	-	-	-	-	-	-
	Major Component Replacement Program Future Years	See Above	-	7,500,000	1,500,000	1,500,000	1,500,000	1,500,000	1,500,000
	Bus Plan Y1 - 12 Buses	FL-2019-085	1,093,420	1,093,420	732,592	-	-	-	-
	Bus Plan Y1 - 12 Buses	FL-2021-001	10,149,000	10,149,000	6,799,834	-	-	-	-
	Bus Plan Y1 - 12 Buses	FL-2021-075	1,978,080	1,978,080	1,325,314	-	-	-	-
	Bus Plan Y1 - 12 Buses	See Above	13,220,500	13,220,500	8,857,740	-	-	-	-
	Bus Plan Y2 - 24 Buses	FL-2021-075	-	2,832,676	1,416,338	1,416,338	-	-	-
	Bus Plan Y2 - 24 Buses	FL-2022-036	-	3,000,000	1,500,000	1,500,000	-	-	-
	Bus Plan Y2 - 24 Buses	FL-2021-050 B&BF	-	16,342,100	8,171,050	8,171,050	-	-	-
	Bus Plan Y2 - 24 Buses	FL-2022-049	-	3,510,888	1,755,444	1,755,444	-	-	-
	Bus Plan Y2 - 24 Buses	See Above	-	25,685,664	12,842,832	12,842,832	-	-	-
	Bus Plan Y3 - 24 Buses	VW Settlement	-	18,000,000	-	18,000,000	-	-	-
	Bus Plan Y3 - 24 Buses	FL-2022-049	-	6,202,911	-	6,202,911	-	-	-
	Bus Plan Y3 - 24 Buses	FL-2021-075	-	1,482,753	-	1,482,753	-	-	-
	Bus Plan Y3 - 24 Buses	See Above	-	25,685,664	-	25,685,664	-	-	-
	Bus Plan - Post FY 23 - FY 27	Capital Reserve	-	1,000,000	-	-	-	-	1,000,000
	Bus Plan - Post FY 23 - FY 27	FTA Future - Formula	-	21,446,570	-	-	-	-	21,446,570
	Bus Plan - Post FY 23 - FY 27	See Above	-	22,446,570	-	-	-	-	22,446,570
	Electric Bus Expansion	FL-2018-064	-	2,012,378	-	-	-	-	-
	Electric Bus Expansion	Capital Reserve	-	1,719,841	-	-	-	-	-
	Electric Bus Expansion	See Above	-	3,732,219	-	-	-	-	-
	Purchase Electric Bus & Charging Equipment	FL-2021-024	1,208,790	1,239,710	-	-	-	-	-
	Purchase Electric Bus & Charging Equipment	Capital Reserve	1,140,710	1,160,290	-	-	-	-	-
	Purchase Electric Bus & Charging Equipment	See Above	2,349,500	2,400,000	-	-	-	-	-
	Bus Brand Refresh	Capital Reserve	50,690	116,000	104,400	-	-	-	-
			-						
	<b>Total Vehicles</b>		<b>17,120,690</b>	<b>103,455,617</b>	<b>23,304,972</b>	<b>40,028,496</b>	<b>1,500,000</b>	<b>1,500,000</b>	<b>23,946,570</b>



## PASSENGER AMENITIES PROJECTS

Project Type	Project Title	Funding	FY 2023 Adopted Budget	Total Project Est	FY 2024 Budget Request	FY 2025 Project Plan	FY 2026 Project Plan	FY 2027 Project Plan	FY 2028 Project Plan
Passenger Amenities	ADA Landing Pads (Mostly Force Account)	FL-2017-024	-	88,250	-	-	-	-	-
	ADA Landing Pads (Mostly Force Account)	FL-2017-109	-	336,511	-	-	-	-	-
	ADA Landing Pads (Mostly Force Account)	FL-90-X841	-	30,825	-	-	-	-	-
	ADA Landing Pads (Mostly Force Account)	FL-2021-001	-	278,000	50,000	-	-	-	-
	ADA Landing Pads (Mostly Force Account)	Capital Reserve	-	19,900	-	-	-	-	-
	ADA Landing Pads (Mostly Force Account)	See Above	-	753,486	50,000	-	-	-	-
	Shelters Current	FL-2017-109	7,450	7,450	-	-	-	-	-
	Shelters Current	FL-2018-080	133,800	133,800	-	-	-	-	-
	Shelters Current	FL-2019-085	100,000	150,000	50,000	-	-	-	-
	Shelters Current	FL-2021-001	-	150,000	150,000	-	-	-	-
	Shelters Current	FL-2021-075	-	300,000	-	200,000	100,000	-	-
	Shelters Current	FL-2022-049	-	300,000	-	-	100,000	200,000	-
	Shelters Current	FTA Future - Formula	-	870,000	350,000	150,000	150,000	150,000	150,000
	Shelters Current	See Above	241,250	1,991,250	550,000	350,000	350,000	350,000	150,000
	Passenger Shelters (FY 2024-2028)	FTA Future - Formula	120,000	120,000	-	-	-	-	-
	Passenger Shelters (FY 2024-2028)	Private Funds	30,000	30,000	-	-	-	-	-
	Passenger Shelters (FY 2024-2028)	See Above	150,000	150,000	-	-	-	-	-
	ADA and Bus Shelter Pads FY 2022	FTA Future - Formula	-	300,000	-	75,000	75,000	75,000	75,000
	ADA and Bus Shelter Pads FY 2022	Capital Reserve	200,000	650,000	150,000	75,000	75,000	75,000	75,000
	ADA and Bus Shelter Pads FY 2022	See Above	200,000	1,046,666	150,000	150,000	150,000	150,000	150,000
	SunRunner BRT Design	FDOT	-	1,000,000	-	-	-	-	-
	SunRunner BRT Design	Capital Reserve	-	1,000,000	-	-	-	-	-
	SunRunner BRT Construction, and Buses	Capital Reserve	315,330	5,409,072	-	-	-	-	-
	SunRunner BRT Construction, and Buses	FDOT	750,090	8,409,072	-	-	-	-	-
	SunRunner BRT Construction, and Buses	FL-2020-071	3,137,150	21,836,000	-	-	-	-	-
	SunRunner BRT Construction, and Buses	ARP	819,140	3,276,537	-	-	-	-	-
	SunRunner BRT Construction, and Buses	City of St. Petersburg	393,760	3,000,000	-	-	-	-	-
	Total SunRunner BRT	See Above	5,415,470	43,930,681	-	-	-	-	-
	SunRunner Improvements	ARP	-	1,126,000	1,126,000	-	-	-	-
	SunRunner Improvements Force Account	ARP	-	141,209	141,209	-	-	-	-
	SunRunner Improvements	Capital Reserve	-	727,000	727,000	-	-	-	-
	SunRunner Improvements	City of St. Petersburg	-	385,000	385,000	-	-	-	-
	SunRunner Improvements	FDOT	-	962,000	962,000	-	-	-	-
	SunRunner Improvements	FL-2020-071	-	1,320,000	1,320,000	-	-	-	-
	SunRunner Improvements	See Above	-	4,661,209	4,661,209	-	-	-	-
	Bus Stop Inventory Updates	FL-2019-085	200,000	200,000	-	200,000	-	-	-
	Ferry Boat Repairs	Capital Reserve	100,000	100,000	-	100,000	-	-	-
	Large Mall Passenger Bus Terminal	TBD Conceptual	200,000	200,000	-	-	-	-	-
	SunRunner Communications & Public Education	Capital Reserve	751,320	1,245,288	-	-	-	-	-
	Downtown Park-n-Ride Placeholder	City of St. Petersburg	64,000	192,000	-	-	-	-	-
	Downtown Park-n-Ride Placeholder	FDOT	64,000	192,000	-	-	-	-	-
	Downtown Park-n-Ride Placeholder	See Above	128,000	384,000	-	-	-	-	-
	Total Passenger Amenities		7,386,040	54,662,580	5,411,209	800,000	500,000	500,000	300,000



## TRAINING AND THIRD PARTY PROJECTS

Project Type	Project Title	Funding	FY 2023 Adopted Budget	Total Project Est	FY 2024 Budget Request	FY 2025 Project Plan	FY 2026 Project Plan	FY 2027 Project Plan	FY 2028 Project Plan
Training and 3rd Party Contracts	ADA Travel Training / In-Person Assessments Program	FL-2019-085	72,350	125,000	-	-	-	-	-
	ADA Travel Training / In-Person Assessments Program	FL-2021-001	-	25,000	25,000	-	-	-	-
	ADA Travel Training / In-Person Assessments Program	FL-2021-075	-	25,000	25,000	-	-	-	-
	ADA Travel Training / In-Person Assessments Program	FTA Future - Formula	-	134,750	25,000	66,088	64,000	16,000	-
	ADA Travel Training / In-Person Assessments Program	Capital Reserve	-	33,688					
	ADA Travel Training / In-Person Assessments Program	See Above	72,350	343,438	75,000	66,088	64,000	16,000	-
	Employee Education	FL-2017-109	-	17,500	-	-	-	-	-
	Employee Education	FL-2017-080	-	20,000	-	-	-	-	-
	Employee Education	FL-2019-085	-	20,000	-	-	-	-	-
	Employee Education	FTA Future - Formula	20,000	100,000	20,000	20,000	20,000	20,000	20,000
	Employee Education	See Above	20,000	157,500	20,000	20,000	20,000	20,000	20,000
	Employee Training	FL-2018-080	-	20,000					
	Community Bus Plan Update	FL-2018-080	170,846	170,846	-	-	-	-	-
	Community Bus Plan Update	FL-2019-085	221,675	221,675	-	-	-	-	-
	Community Bus Plan Update	FL-2021-001	107,479	407,479	300,000	-	-	-	-
	Community Bus Plan Update	See Above	500,000	800,000	300,000	-	-	-	-
	Autonomous Vehicles Pilot Demonstration Tarpon	FL 2019-015	195,000	195,000					
	Transit Oriented Development (TOD) Study	FL-2019-039	258,830	1,200,000	-	-	-	-	-
	Transit Oriented Development (TOD) Study	Capital Reserve	21,570	111,788	-	-	-	-	-
	Transit Oriented Development (TOD) Study	City of St. Petersburg	32,360	167,201	-	-	-	-	-
	Transit Oriented Development (TOD) Study	Forward Pinellas	10,790	21,011	-	-	-	-	-
	Transit Oriented Development (TOD) Study	See Above	323,550	1,500,000	-	-	-	-	-
	Transit Oriented Development (TOD) Implementation	FL 2021-053	720,000	720,000					
	Transit Oriented Development (TOD) Implementation	Capital Reserve	60,000	60,000					
	Transit Oriented Development (TOD) Implementation	City of St. Petersburg	120,000	120,000					
	Transit Oriented Development (TOD) Implementation	See Above	900,000	900,000					
	Additional SunRunner Training	Capital Reserve	124,000	124,000					
	General Technical Support Services	FL 2019-085	35,000	85,000					
	AOPP - South St. Pete CRA Mobility Study	FL-2023-017		360,000	337,500	-	-	-	-
	AOPP - South St. Pete CRA Mobility Study	FDOT	250,000	20,000	18,750	-	-	-	-
	AOPP - South St. Pete CRA Mobility Study	Capital Reserve		10,000	9,375	-	-	-	-
	AOPP - South St. Pete CRA Mobility Study	City of St. Petersburg		10,000	9,375	-	-	-	-
	AOPP - South St. Pete CRA Mobility Study	See Above	250,000	400,000	375,000	-	-	-	-
	PSTA Mobility Management Implementation Plan	FL-2021-075	-	25,000	25,000	-	-	-	-
	Bus Stop Assessment Support	FL-2019-085	-	60,000	60,000	-	-	-	-
	Van Pool	FDOT	-	1,014,000	1,014,000	-	-	-	-
	<b>Total Training and Third Party Contracts</b>		<b>2,419,900</b>	<b>5,623,938</b>	<b>1,869,000</b>	<b>86,088</b>	<b>84,000</b>	<b>36,000</b>	<b>20,000</b>



## FACILITIES PROJECTS

Project Type	Project Title	Funding	FY 2023 Adopted Budget	Total Project Est	FY 2024 Budget Request	FY 2025 Project Plan	FY 2026 Project Plan	FY 2027 Project Plan	FY 2028 Project Plan
Facilities	Clearwater Multimodal Transit Center Design	FL-04-0135	590,350	1,250,000	1,443,389	-	-	-	-
	Clearwater Multimodal Transit Center Design	FL-2017-024	143,130	141,431	-	-	-	-	-
	Clearwater Multimodal Transit Center Design	FL-2018-080	861,880	1,025,000	-	-	-	-	-
	Clearwater Multimodal Transit Center Design	FTA Current	-	1,190,000	-	-	-	-	-
	Clearwater Multimodal Transit Center Design	See Above	1,595,360	3,606,431	1,443,389	-	-	-	-
	Clearwater Multimodal Transit Center Construction	FTA Future - Discretionary	-	20,000,000	3,750,000	11,250,000	5,000,000	-	-
	Clearwater Multimodal Transit Center Construction	City of Clearwater (Land)	3,600,000	3,900,000	3,900,000	-	-	-	-
	Clearwater Multimodal Transit Center Construction	FDOT	-	2,300,000	575,000	1,725,000	-	-	-
	Clearwater Multimodal Transit Center Construction	Forward Pinellas	-	2,200,000	368,500	1,105,500	726,000	-	-
	Clearwater Multimodal Transit Center Construction	FTA Future - Formula	-	7,842,310	1,313,587	3,940,761	2,587,962	-	-
	Clearwater Multimodal Transit Center Construction	FL-Earmark	-	600,000	-	-	600,000	-	-
	Clearwater Multimodal Transit Center Construction	Pinellas County	-	8,000,000	-	-	8,000,000	-	-
	Clearwater Multimodal Transit Center Construction	See Above	3,600,000	44,842,310	9,907,087	18,021,261	16,913,962	-	-
	Chargers - Electric Buses Y1	FL-2021-001	1,833,360	1,833,360	-	-	-	-	-
	Chargers - Electric Buses Y2	FL-2021-001	-	1,256,644	1,256,644	-	-	-	-
	Chargers - Electric Buses Y2	FTA Current - B&BF	-	2,056,900	2,056,900	-	-	-	-
	Chargers - Electric Buses Y2	Capital Reserve	-	228,546	228,546	-	-	-	-
	Chargers - Electric Buses Y2	FL-2021-075	-	119,622	119,622	-	-	-	-
	Chargers - Electric Buses Y2	See Above	-	3,661,712	3,661,712	-	-	-	-
	Chargers - Electric Buses Y3	FL-2021-075	-	3,661,712	3,661,712	-	-	-	-
	Chargers - Electric Buses Replacement	Capital Reserve	-	153,000	153,000	-	-	-	-
	Park Street Terminal - Retrofit	Capital Reserve	250,000	250,000	250,000	-	-	-	-
	Security and Safety Systems	FL-2017-109	-	750,000	-	-	-	-	-
	Security and Safety Systems	Capital Reserve	-	105,767	-	-	-	-	-
	Security and Safety Systems	See Above	-	855,767	-	-	-	-	-
	Audio Visual Equipment - Replacement	FL-2021-075	235,000	275,000	275,000	-	-	-	-
	Solar Panels	Capital Reserve	5,630	20,000	20,000	-	-	-	-
	Solar Panels	FL-2021-075	1,250,000	1,157,332	1,157,332	-	-	-	-
	Solar Panels	FTA Future - Formula	2,300,000	2,995,865	2,995,865	-	-	-	-
	Solar Panels	See Above	3,555,630	4,173,197	4,173,197	-	-	-	-
	Electric Infrastructure Phase I	Capital Reserve	543,600	5,592,158	543,600	543,600	543,600	543,600	543,600
	Electric Infrastructure Phase II	FTA Current	-	5,789,472	5,789,472	-	-	-	-
	Electric Infrastructure Phase II	FTA Current	-	1,710,528	1,710,528	-	-	-	-
	Electric Infrastructure Phase II	FL-Earmark	-	2,500,000	2,500,000	-	-	-	-
	Electric Infrastructure Phase II	See Above	-	10,000,000	10,000,000	-	-	-	-
	Garage Rollup Doors	FL-2019-085	400,000	400,000	400,000	-	-	-	-
	Fire Monitoring & Alarm System Replacement	FL-2021-001	200,000	200,000	200,000	-	-	-	-
	Fuel Lane Charger	FL-2021-001	73,100	73,100	-	-	-	-	-
	Charging Area Design Services	FL-2018-080	90,000	90,000	60,000	-	-	-	-
	Grand Central Expansion	Capital Reserve	-	1,000,000	1,000,000	-	-	-	-
	Grand Central Expansion	FTA Future - Formula	-	5,000,000	1,100,000	1,350,000	2,550,000	-	-
	Grand Central Expansion	See Above	-	6,000,000	2,100,000	1,350,000	2,550,000	-	-
	HQ Roof Repairs	Capital Reserve	-	1,050,000	1,050,000	-	-	-	-
	<b>Total Facilities</b>		<b>12,376,050</b>	<b>86,717,747</b>	<b>37,878,697</b>	<b>19,914,861</b>	<b>20,007,562</b>	<b>543,600</b>	<b>543,600</b>





## TECHNOLOGY PROJECTS

Project Type	Project Title	Funding	FY 2023 Adopted Budget	Total Project Est	FY 2024 Budget Request	FY 2025 Project Plan	FY 2026 Project Plan	FY 2027 Project Plan	FY 2028 Project Plan
Technology	Clever Devices Retrofit (IVN 5) / Bus Modems	FL-2022-049	2,590,610	2,617,500	2,323,115	-	-	-	-
	Clever Devices Retrofit (IVN 5) / Bus Modems	FL-2019-085	593,830	651,000	-	-	-	-	-
	Clever Devices Retrofit (IVN 5) / Bus Modems	See Above	3,184,440	3,268,500	2,323,115	-	-	-	-
	Data Center Upgrade - DRaS	FL-2018-080	225,000	250,000	-	-	-	-	-
	Main Campus Network Switch Replacement	Capital Reserve	-	120,294	120,293	-	-	-	-
	Main Campus Network Switch Replacement	FL-2017-109	-	35,157	35,157	-	-	-	-
	Main Campus Network Switch Replacement Ph 1	See Above	-	155,450	155,450	-	-	-	-
	Distribution Switch Replacement Ph 2, 3, & 4	FTA Future - Formula	-	345,000	115,000	115,000	115,000	-	-
	Upgrade Data Storage Capacity	FTA Future - Formula	28,000	28,000	-	-	-	-	-
	APC Replacement	FTA Future - Formula	-	1,500,000	-	-	-	1,500,000	-
	Computer Refresh Project HW	FTA Future - Formula	-	350,000	35,000	175,000	140,000	-	-
	Computer Refresh Project SW	FTA Future - Formula	-	150,000	15,000	75,000	60,000	-	-
	Computer Refresh Project	See Above	-	500,000	50,000	250,000	200,000	-	-
	Purchase Servers / Phones	FL-90-X873	-	200,400	-	-	-	-	-
	Purchase Servers / Phones	FL-2019-085	70,000	175,000	-	-	-	-	-
	Purchase Servers / Phones	See Above	70,000	375,400	-	-	-	-	-
	Copiers	FTA Future - Formula	-	130,000	-	65,000	65,000	-	-
	Purchase Servers - Future	FTA Future - Formula	-	250,000	-	-	-	250,000	-
	Fiber Expansion Project	FL-2022-037	130,000	420,000	120,000	150,000	150,000	-	-
	Downtown ATMS Fiber Connections	FL-90-X841	-	37,100	-	-	-	-	-
	Downtown ATMS Fiber Connections	Capital Reserve	-	130,000	74,286	55,714	-	-	-
	Downtown ATMS Fiber Connections	City of St. Petersburg	225,000	220,000	125,714	94,286	-	-	-
	Downtown ATMS Fiber Connections	See Above	225,000	387,100	200,000	150,000	-	-	-
	APC Software Upgrade	FL-2021-075	60,000	120,000	-	-	-	-	-
	Hastus Upgrade - Core	FL-2022-049	500,000	800,000	750,000	50,000	-	-	-
	Document Image Software	FL-2019-085	50,000	50,000	-	50,000	-	-	-
	Mobility on Demand Software (Spare)	FL-2017-024	153,000	870,300	153,000	153,000	-	-	-
	Application Integration	FDOT	400,000	400,000	-	-	-	-	-
	Integrating Direct Connect Program Into Transit	FL-2021-013	58,000	120,000	24,000	24,000	14,000	-	-
	Integrating Direct Connect Program Into Transit	Transit App	30,000	30,000	-	-	-	-	-
	Integrating Direct Connect Program Into Transit	See Above	88,000	150,000	24,000	24,000	14,000	-	-
	Post-acceptance Module Modifications	FL-2017-024	-	41,300	-	-	-	-	-
	Flamingo Fares Enhancement	FL-2017-109	-	118,800	118,800	-	-	-	-
	Flamingo Fares Enhancement	Capital Reserve	-	112,444	112,444	-	-	-	-
	Flamingo Fares Enhancement	See Above	-	231,244	231,244	-	-	-	-
	Flamingo Discount Verification Pilot	Capital Reserve	-	275,000	100,000	175,000	-	-	-
	Large Format Printer	FL-2018-109	-	9,008	-	-	-	-	-
	Website Update	FTA Current	-	300,000	200,000	100,000	-	-	-
	<b>Total Technology</b>		<b>5,113,440</b>	<b>10,856,302</b>	<b>4,421,809</b>	<b>1,282,000</b>	<b>544,000</b>	<b>1,750,000</b>	<b>-</b>





## MISCELLANEOUS AND CONTINGENCY PROJECTS

Project Type	Project Title	Funding	FY 2023 Adopted Budget	Total Project Est	FY 2024 Budget Request	FY 2025 Project Plan	FY 2026 Project Plan	FY 2027 Project Plan	FY 2028 Project Plan
Misc	Miscellaneous Maintenance Tools/Equipment (5337)	FTA Future - Formula	7,000	35,000	7,000	7,000	7,000	7,000	7,000
	Miscellaneous Maintenance Tools/Equipment (5337)	See Above	7,000	35,000	7,000	7,000	7,000	7,000	7,000
	Short Range Planning to Increase Ridership - Planners	FL-2017-109	-	193,651	26,440	-	-	-	-
	Diagnostic Software and Training Tools for Electric Buses	FL-2017-109	-	29,377	-	-	-	-	-
	Project Administration	FL-2022-TBD	66,950	66,950	-	-	-	-	-
	Project Administration	FTA Future - Formula	-	267,800	66,950	66,950	66,950	66,950	66,950
	Project Administration	See Above	66,950	334,750	66,950	66,950	66,950	66,950	66,950
	Contingency	FTA Future - Formula	250,000	1,250,000	250,000	250,000	250,000	250,000	250,000
	Facility Air Compressor	FL-2022-049	-	18,920	-	-	-	-	-
	NEPA for New SunRunner Station	FL-2021-001	-	64,000	-	-	-	-	-
	Short Range Planning	FTA Current	-	200,000	200,000	-	-	-	-
	Project Administration	FTA Future - Formula	-	50,000					
	Project Administration	Capital Reserve	-	12,500					
	Project Administration	See Above	-	62,500					
	Neighborhood Outreach Project	FL-2021-075	-	95,000	95,000	-	-	-	-
	Portable Radios	FL-2022-049	-	9,202	-	-	-	-	-
Total Miscellaneous and Contingency			323,950	2,292,400	645,390	323,950	323,950	323,950	323,950



## REVENUE SOURCES

Funding	FY 2023 Adopted Budget	Total Project Est	FY 2024 Budget Request	FY 2025 Project Plan	FY 2026 Project Plan	FY 2027 Project Plan	FY 2028 Project Plan
ARP	819,140	4,543,746	1,267,209	-	-	-	-
Capital Reserve	5,062,850	32,705,575	6,142,944	2,449,314	2,118,600	2,118,600	3,118,600
City of Clearwater (Land)	3,600,000	3,900,000	3,900,000	-	-	-	-
City of St. Petersburg	835,120	4,094,201	520,089	94,286	-	-	-
FDOT	1,464,090	14,297,072	2,569,750	1,725,000	-	-	-
Forward Pinellas	10,790	2,221,011	368,500	1,105,500	726,000	-	-
FTA Current	29,963,080	112,245,018	48,719,183	21,455,496	964,000	200,000	-
FTA Future - Discretionary	-	20,000,000	3,750,000	11,250,000	5,000,000	-	-
FTA Future - Formula	2,725,000	43,165,295	6,293,402	6,355,798	6,150,912	2,334,950	22,015,520
Pinellas County	-	8,000,000	-	-	8,000,000	-	-
Private Funds	30,000	30,000	-	-	-	-	-
TBD Conceptual	200,000	200,000	-	-	-	-	-
Transit App	30,000	30,000	-	-	-	-	-
VW Settlement	-	18,000,000	-	18,000,000	-	-	-
<b>TOTAL CAPITAL PROGRAM</b>	<b>44,740,070</b>	<b>263,431,919</b>	<b>73,531,077</b>	<b>62,435,394</b>	<b>22,959,512</b>	<b>4,653,550</b>	<b>25,134,120</b>



# STATISTICAL SECTION



## STATISTICAL SECTION

### (UNAUDITED)

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These schedules contain trend information to help the reader understand how the Authority's financial performance and well-being have changed over time.

Revenue Capacity.....	138
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These schedules contain information to help the reader assess the Authority's sources of revenue, especially the most significant local revenue source, the property tax.

Demographic and Economic Information.....	143
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These schedules offer demographic and economic indicators to help the reader understand the environment within which the Authority's financial activities take place.

Operating Information.....	146
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*These schedules contain service and infrastructure data to help the reader understand how the information in the Authority's financial report relates to the services the Authority provides and the activities it performs.*



## **STATISTICAL SECTION**

### **(UNAUDITED)**

#### **Financial Trends**

Net Position by Components (FY 2013 - FY 2022)

Changes in Net Position (FY 2013 - FY 2022)

Revenues by Function/Program (FY 2013 - FY 2022)

Expenses by Function/Program (FY 2013 - FY 2022)

Property Tax Revenue by Year (FY 2013 - FY 2022)



**Net Position By Components  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

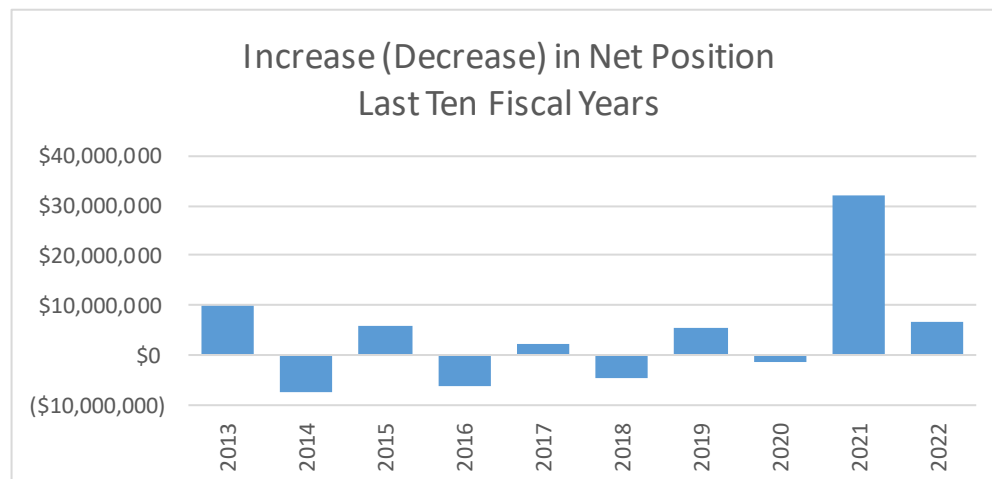
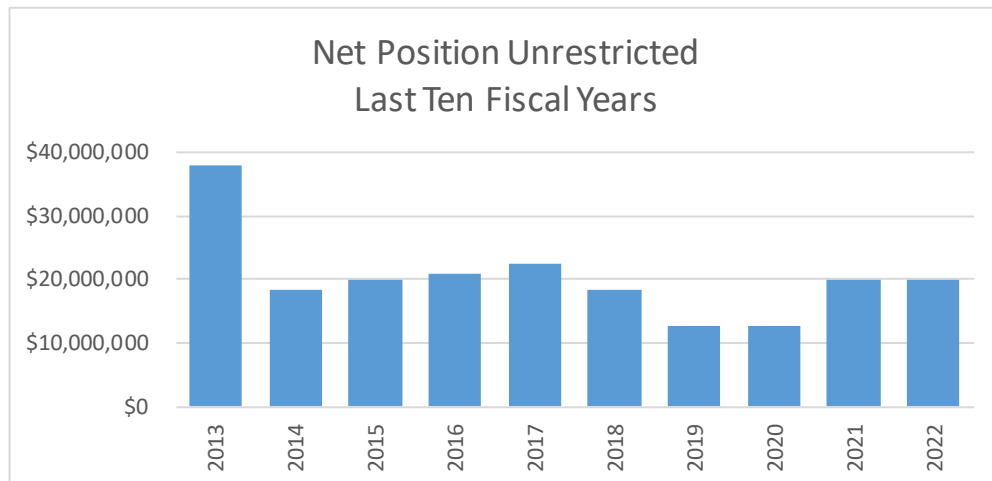
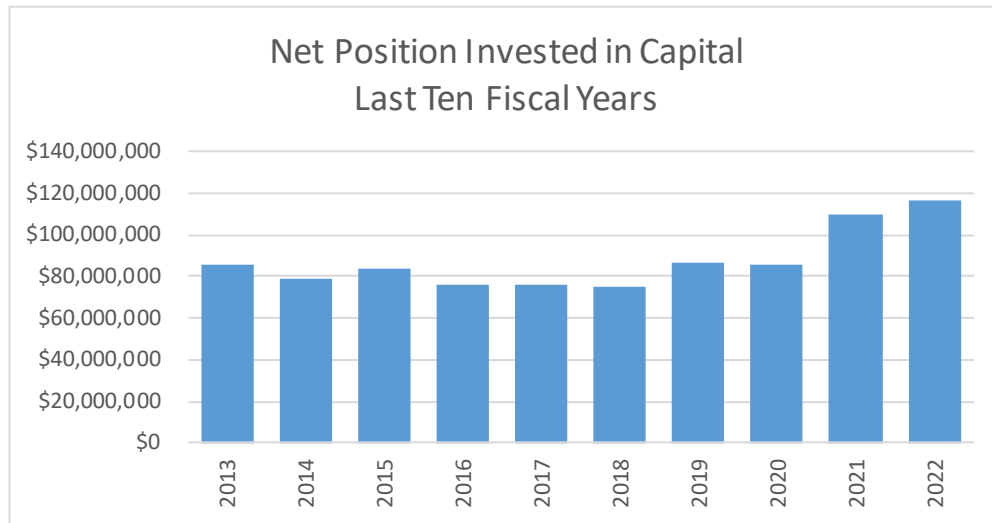
	Fiscal Year				
	2013	2014	2015	2016	2017
<b>Business Type Activities</b>					
Net investment in capital assets	\$ 86,156,611	\$ 79,199,247	\$ 83,810,021	\$ 76,019,269	\$ 75,914,243
Restricted	61,972	74,992	13,020	350,630	381,789
Unrestricted	37,862,802	18,489,859 (1)	19,865,822	20,993,888	22,316,124 (2)
Total net position	<u>\$ 124,081,385</u>	<u>\$ 97,764,098</u>	<u>\$ 103,688,863</u>	<u>\$ 97,363,787</u>	<u>\$ 98,612,156</u>
	Fiscal Year				
	2018	2019	2020	2021	2022
<b>Business Type Activities</b>					
Net investment in capital assets	\$ 75,483,987	\$ 86,661,740	\$ 85,482,712	\$ 109,960,579	\$ 116,646,494
Restricted	55,289	30,925	159,449	165,935	165,935
Unrestricted	18,383,748	12,801,579	12,623,921	20,079,013 (3)	19,980,398
Total net position	<u>\$ 93,923,024</u>	<u>\$ 99,494,244</u>	<u>\$ 98,266,082</u>	<u>\$ 130,205,525</u>	<u>\$ 136,792,827</u>

(1) Restated to conform to GASB Statement 68.

(2) Restated to conform to GASB Statement 75.

(3) Restated to conform to GASB Statement 87.

**Note: The statistical section contains "Unaudited" data.**



**Note: The statistical section contains "Unaudited" data.**





**Changes in Net Position  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

	Fiscal Year				
	2013	2014	2015	2016	2017
Operating revenues:					
Passenger fares	\$ 14,098,511 (1)	\$ 13,585,399	\$ 12,194,799	\$ 10,791,925	\$ 9,535,246
Demand response	1,098,822 (1)	1,079,160 (1)	1,143,997	1,197,937	1,303,510
Advertising revenue	417,851 (1)	248,224	485,359	577,046	582,761
Total operating revenues	15,615,184	14,912,783	13,824,155	12,566,908	11,421,517
Operating expenses:					
Transportation	33,907,097	33,663,536	34,879,734	33,815,879	36,266,463 (1)
Purchased Transportation	6,556,558 (1)	6,846,800 (1)	7,444,573	7,738,429	9,637,695
Maintenance	8,172,956	8,374,708	8,902,528	10,178,517	11,536,994 (1)
Administration and finance	9,762,130	10,767,137	11,465,894	12,192,055	12,921,156 (1)
Marketing	2,202,059	2,591,069	708,839	657,700	819,842 (1)
Total operating expenses , before depreciation	60,600,800	62,243,250	63,401,568	64,582,580	71,182,150
Operating loss before depreciation	(44,985,616)	(47,330,467)	(49,577,413)	(52,015,672)	(59,760,633)
Depreciation	8,487,063	9,723,423	10,436,619	10,249,547	9,976,763
Operating loss	(53,472,679)	(57,053,890)	(60,014,032)	(62,265,219)	(69,737,396)
Nonoperating revenues:					
Federal maintenance assistance	6,045,338 (1)	4,819,162 (1)	5,016,216 (1)	4,979,539 (1)	5,009,268
State operating assistance	3,917,007	4,015,888	4,086,490	4,181,314	4,155,670
Other federal grants	1,189,876 (1)	1,946,552 (1)	1,378,600 (1)	935,330 (1)	967,084
Special project assistance - state grants	3,004,543	2,994,467	3,169,227	3,621,648	4,090,853
Special project assistance - local grants	767,849	833,222	873,441	922,275	1,174,823
Property tax revenues, net	32,282,955	33,365,462	35,592,336	38,166,312	41,607,265
Investment income	146,824	55,618	193,039	250,882	435,080
Fuel tax refunds	610,172	613,721	649,202	641,838	630,827
Other, net	16,544	67,955	(14,055)	313,578	(104,959)
Total nonoperating revenues	47,981,108	48,712,047	50,944,496	54,012,716	57,965,911
(Loss) income before capital grants and special item	(5,491,571)	(8,341,843)	(9,069,536)	(8,252,503)	(11,771,485)
Capital grants and other related revenues	15,555,810	1,052,867	14,994,301	1,918,427	13,863,703
Contributed capital - local government	-	100,000	-	9,000	9,000
Contributed capital - private sources	-	-	-	-	23,320
Increase (decrease) in net position	10,064,239	(7,288,976)	5,924,765	(6,325,076)	2,124,538
Net position, beginning of year	114,017,146	104,953,074 (2)	97,764,098	103,688,863	96,487,618 (3)
Net position, end of year	\$ 124,081,385	\$ 97,664,098	\$ 103,688,863	\$ 97,363,787	\$ 98,612,156

(1) This has been reclassified to conform to current year's classifications.

(2) This has been restated to conform to GASB Statements 68 and 71.

(3) This has been restated to conform to GASB Statement 75.

**Note: The statistical section contains "Unaudited" data.**



**Changes in Net Position  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

	Fiscal Year				
	2018	2019	2020	2021	2022
Operating revenues:					
Passenger fares	\$ 9,473,561	\$ 9,129,892	\$ 4,165,445	\$ 626,777	\$ 6,321,793
Demand response	1,501,156	1,533,743	677,032	180,781	889,677
Advertising revenue	615,234	660,371	779,180	754,476 (4)	1,049,955
Total operating revenues	11,589,951	11,324,006	5,621,657	1,562,034	8,261,424
Operating expenses:					
Transportation	38,570,917	42,873,233	42,631,142	39,651,013	49,054,428
Purchased Transportation	11,627,971	12,123,292	10,538,164	13,628,375	17,898,938
Maintenance	11,510,788	12,203,763	12,759,510	11,807,092	12,531,630
Administration and finance	13,898,829	16,682,258	17,389,460	17,453,136	20,888,864
Marketing	943,235	852,508	1,120,625	1,132,349	1,693,873
Total operating expenses , before depreciation	76,551,740	84,735,054	84,438,901	83,671,965	102,067,733
Operating loss before depreciation	(64,961,789)	(73,411,048)	(78,817,244)	(82,109,931)	(93,806,308)
Depreciation	8,372,047	8,984,115	8,725,291	8,431,424	9,352,957
Amortization	-	-	-	-	1,553
Total depreciation and amortization	8,372,047	8,984,115	8,725,291	8,431,424	9,354,510
Operating loss	(73,333,836)	(82,395,163)	(87,542,536)	(90,541,355)	(103,160,818)
Nonoperating revenues (expenses):					
Federal maintenance assistance	5,026,849	4,975,583	4,571,923	-	-
State operating assistance	4,303,778	4,322,748	4,709,570	12,712	5,232,327
Other federal grants	1,504,617	2,618,763	12,515,684	32,124,814	24,233,383
Special project assistance - state grants	5,022,559	5,784,028	4,448,877	2,772,187	3,094,554
Special project assistance - local grants	1,282,808	1,715,148	1,412,272	1,496,558	1,621,921
Property tax revenues, net	45,389,030	49,113,559	53,031,249	57,112,617	61,276,418
Investment income	809,788	1,114,257	874,486	181,694	336,922
Fuel tax refunds	636,416	644,668	580,645	626,176	655,826
Other, net	228,008	(210,359)	90,453	349,866 (4)	145,304
Total nonoperating revenues	64,203,853	70,078,395	82,235,159	94,676,624	96,596,654
(Loss) income before capital grants and special item	(9,129,983)	(12,316,768)	(5,307,377)	4,135,269	(6,564,164)
Capital grants and other related revenues	3,764,851	17,263,244	3,379,540	25,929,002	11,415,708
Contributed capital - local government	637,254	532,825	690,790	1,875,172	1,735,758
Contributed capital - private sources	38,746	91,919	8,884	-	-
Increase (decrease) in net position	(4,689,132)	5,571,220	(1,228,162)	31,939,443	6,587,302
Net position, beginning of year	98,612,156	93,923,024	99,494,244	98,266,082	130,205,525
Net position, end of year	\$ 93,923,024	\$ 99,494,244	\$ 98,266,082	\$ 130,205,525	\$ 136,792,827

(1) This has been reclassified to conform to current year's presentation.

(2) This has been restated to conform to GASB Statements 68 and 71.

(3) This has been restated to conform to GASB Statement 75.

(4) This has been restated to conform to GASB Statement 87.

**Note: The statistical section contains "Unaudited" data.**



**Pinellas Suncoast Transit Authority**

**ADOPTED FY 2024 BUDGET**

**Revenues By Function/Program  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

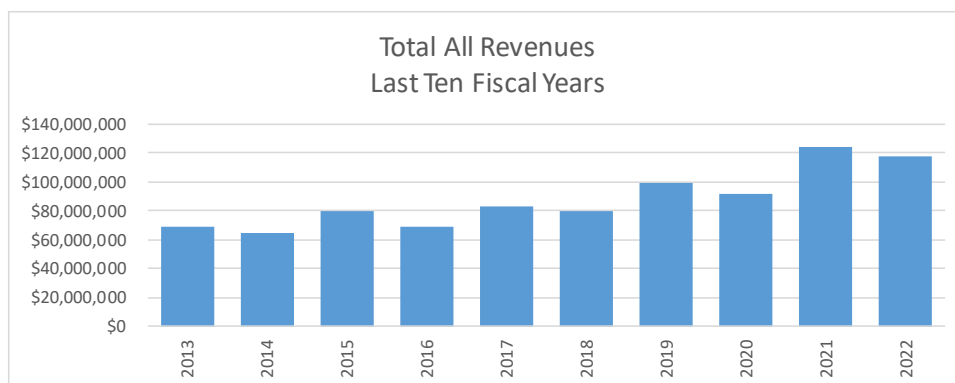
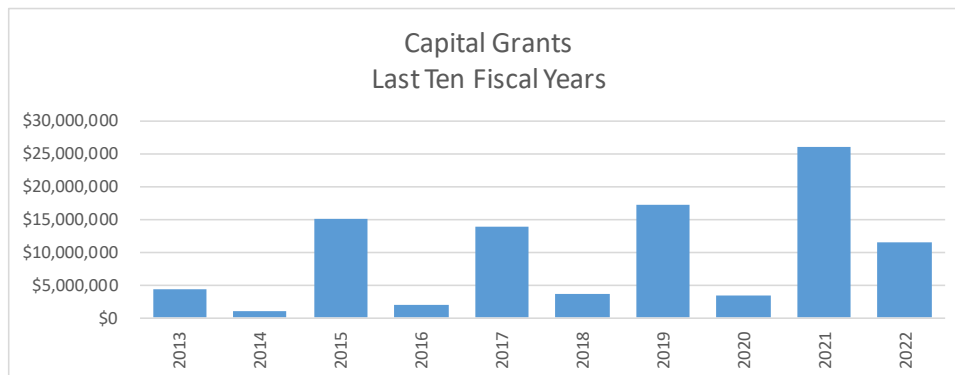
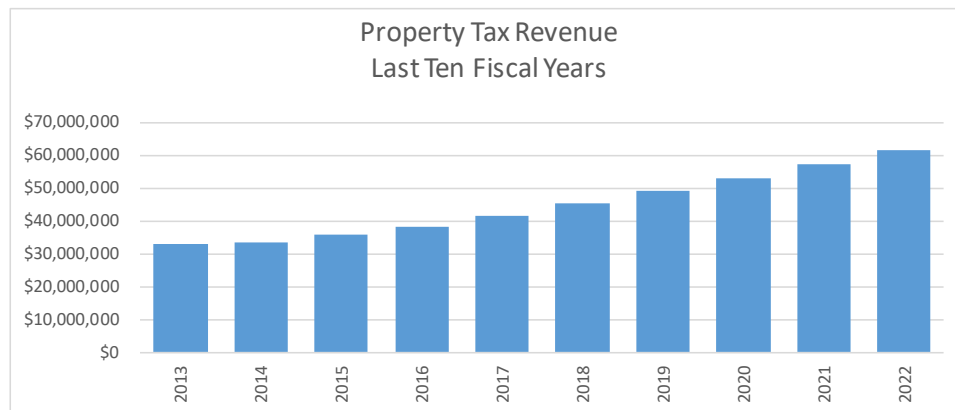
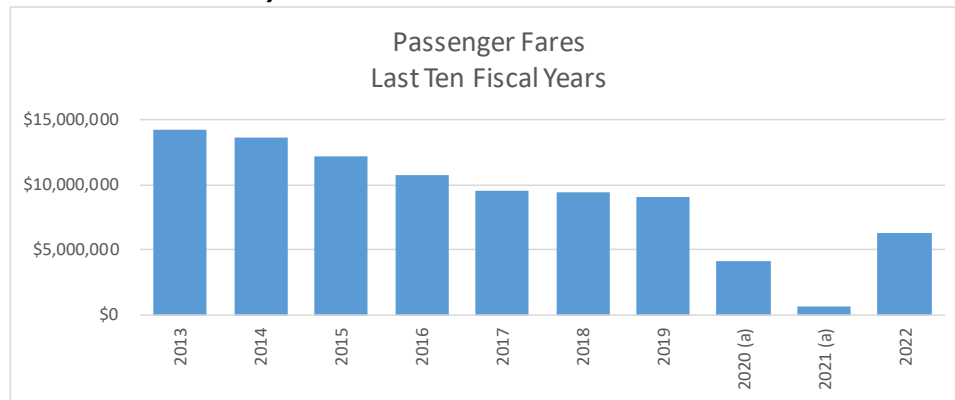
	Fiscal Year				
	2013	2014	2015	2016	2017
Operating revenues:					
Passenger fares	\$ 14,098,511 (1)	\$ 13,585,399	\$ 12,194,799	\$ 10,791,925	\$ 9,535,246
Demand response	1,098,822 (1)	1,079,160 (1)	1,143,997	1,197,937	1,303,510
Advertising revenue	417,851 (1)	248,224	485,359	577,046	582,761
Total operating revenues	15,615,184	14,912,783	13,824,155	12,566,908	11,421,517
Nonoperating revenues:					
Federal maintenance assistance	6,045,338 (1)	4,819,162 (1)	5,016,216 (1)	4,979,539 (1)	5,009,268
State operating assistance	3,917,007	4,015,888	4,086,490	4,181,314	4,155,670
Other federal grants	1,189,876 (1)	1,946,552 (1)	1,378,600 (1)	935,330 (1)	967,084
Special project assistance - state grants	3,004,543	2,994,467	3,169,227	3,621,648	4,090,853
Special project assistance - local grants	767,849	833,222	873,441	922,275	1,174,823
Property tax revenues, net	32,282,955	33,365,462	35,592,336	38,166,312	41,607,265
Investment income	146,824	55,618	193,039	250,882	435,080
Fuel tax refunds	610,172	613,721	649,202	641,838	630,827
Other, net	16,544	67,955	(14,055)	313,578	(104,959)
Total nonoperating revenues	47,981,108	48,712,047	50,944,496	54,012,716	57,965,911
Capital grants and other related revenues	15,555,810	1,052,867	14,994,301	1,918,427	13,863,703
Contributed capital - local government	-	100,000	-	9,000	9,000
Contributed capital - private sources	-	-	-	-	23,320
Total all revenues	\$ 79,152,102	\$ 64,777,697	\$ 79,762,952	\$ 68,507,051	\$ 83,283,451

	Fiscal Year				
	2018	2019	2020	2021	2022
Operating revenues:					
Passenger fares	\$ 9,473,561	\$ 9,129,892	\$ 4,165,445	\$ 626,777	\$ 6,321,793
Demand response	1,501,156	1,533,743	677,032	180,781	889,677
Advertising revenue	615,234	660,371	779,180	754,476 (2)	1,049,955
Total operating revenues	11,589,951	11,324,006	5,621,657	1,562,034	8,261,424
Nonoperating revenues (expenses):					
Federal maintenance assistance	5,026,849	4,975,583	4,571,923	-	-
State operating assistance	4,303,778	4,322,748	4,709,570	12,712	5,232,327
Other federal grants	1,504,617	2,618,763	12,515,684	32,124,814	24,233,383
Special project assistance - state grants	5,022,559	5,784,028	4,448,877	2,772,187	3,094,554
Special project assistance - local grants	1,282,808	1,715,148	1,412,272	1,496,558	1,621,921
Property tax revenues, net	45,389,030	49,113,559	53,031,249	57,112,617	61,276,418
Investment income	809,788	1,114,257	874,486	181,694	336,922
Fuel tax refunds	636,416	644,668	580,645	626,176	655,826
Other, net	228,008	(210,359)	90,453	349,866 (2)	145,304
Total nonoperating revenues	64,203,853	70,078,395	82,235,159	94,676,624	96,596,654
Capital grants and other related revenues	3,764,851	17,263,244	3,379,540	25,929,002	11,415,708
Contributed capital - local government	637,254	532,825	690,790	1,875,172	1,735,758
Contributed capital - private sources	38,746	91,919	8,884	-	-
Total all revenues	\$ 80,234,655	\$ 99,290,389	\$ 91,936,030	\$ 124,042,832	\$ 118,009,546

(1) This has been reclassified to conform to current year's classifications.

(2) This has been restated to conform to GASB Statement 87.

**Note: The statistical section contains "Unaudited" data.**



(a) In FY 2020, due to the COVID-19 pandemic, PSTA stopped charging fares that were reinstated in July 2021.

**Note: The statistical section contains "Unaudited" data.**



**Expenses by Function/Program  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

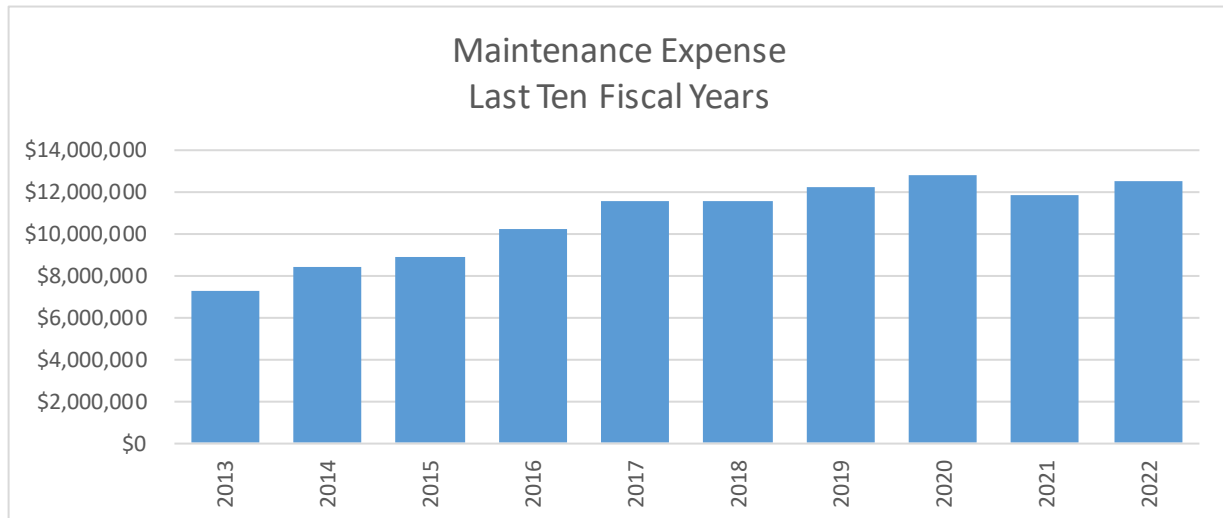
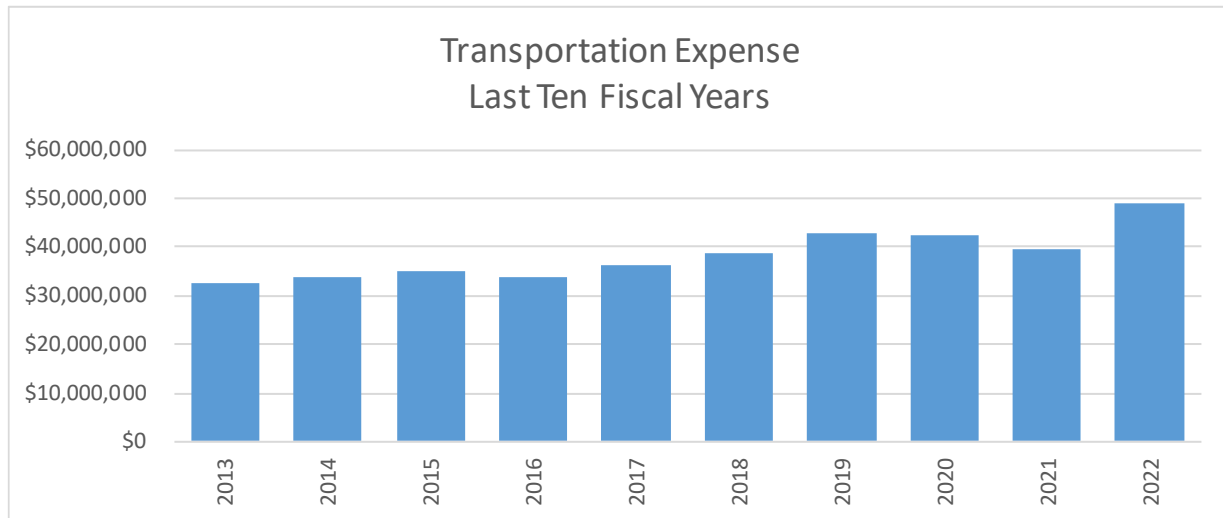
	Fiscal Year				
	2013	2014	2015	2016	2017
Operating expenses:					
Transportation	\$ 33,907,097	\$ 33,663,536	\$ 34,879,734	\$ 33,815,879	\$ 36,266,463 (1)
Purchased Transportation	6,556,558 (1)	6,846,800 (1)	7,444,573	7,738,429	9,637,695
Maintenance	8,172,956	8,374,708	8,902,528	10,178,517	11,536,994 (1)
Administration and finance	9,762,130	10,767,137	11,465,894	12,192,055	12,921,156 (1)
Marketing	2,202,059	2,591,069	708,839	657,700	819,842 (1)
Total operating expenses, before depreciation	60,600,800	62,243,250	63,401,568	64,582,580	71,182,150
Depreciation	8,487,063	9,723,423	10,436,619	10,249,547	9,976,763
Amortization	-	-	-	-	-
Total depreciation and amortization	8,487,063	9,723,423	10,436,619	10,249,547	9,976,763
Total all expenses	\$ 69,087,863	\$ 71,966,673	\$ 73,838,187	\$ 74,832,127	\$ 81,158,913

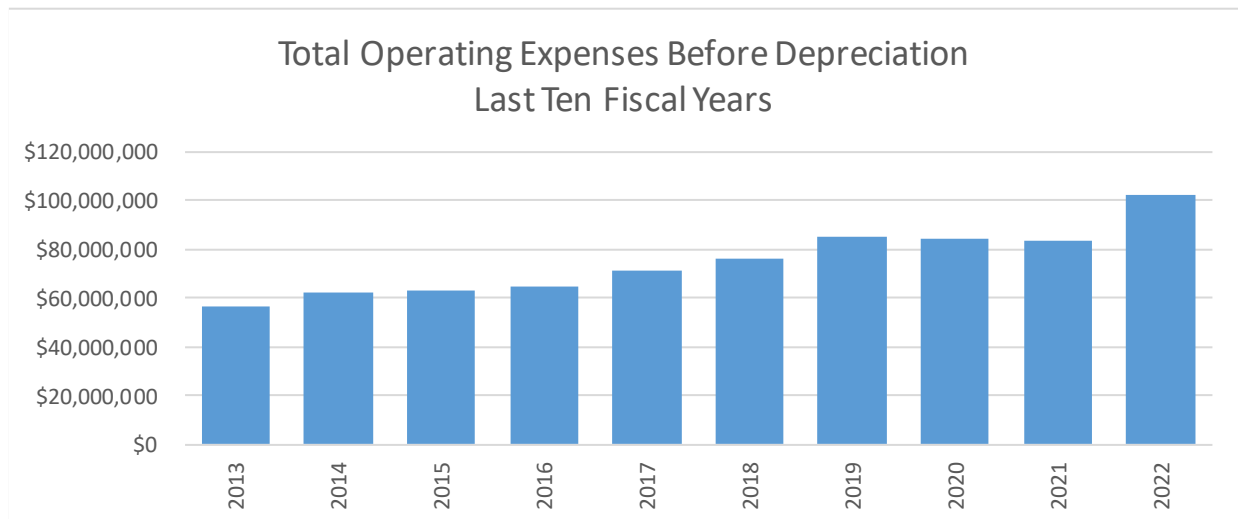
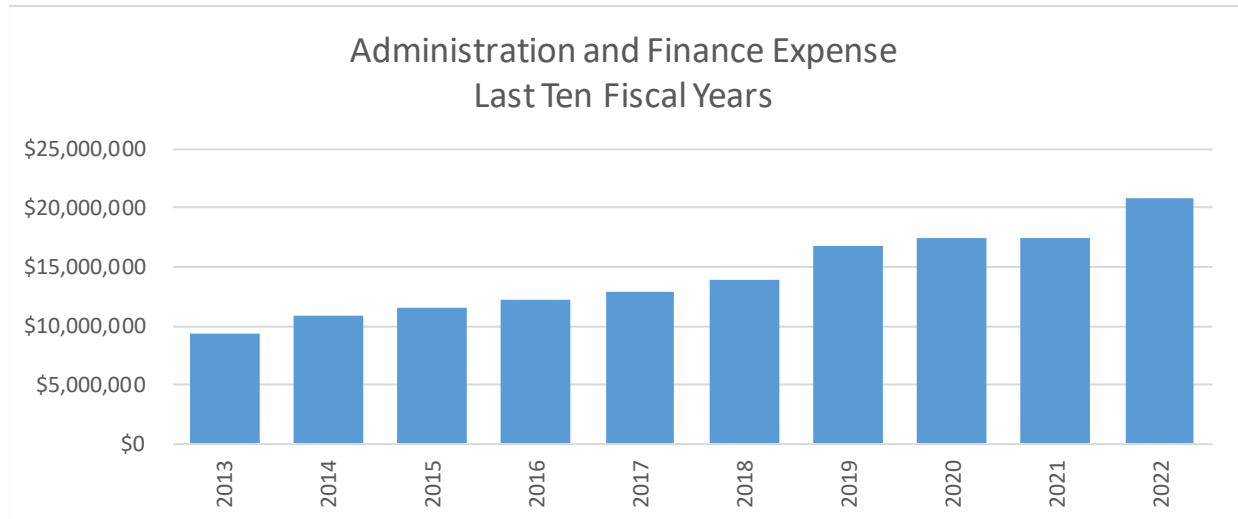
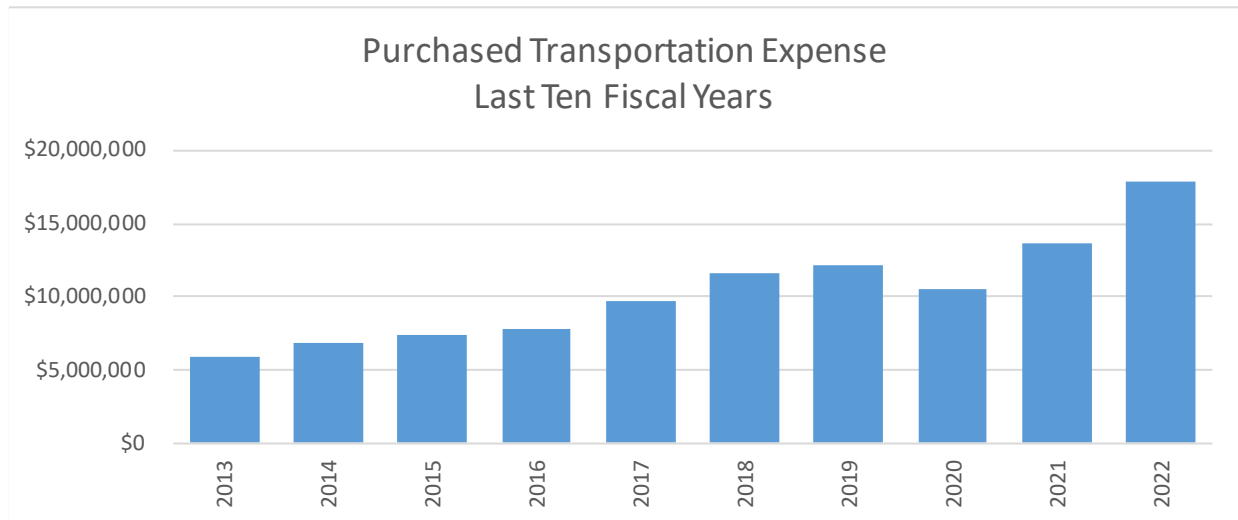
	Fiscal Year				
	2018	2019	2020	2021	2022
Operating expenses:					
Transportation	\$ 38,570,917 (1)	\$ 42,873,233	42,631,142	39,651,013	49,054,428
Purchased Transportation	11,627,971	12,123,292	10,538,164	13,628,375	17,898,938
Maintenance	11,510,788 (1)	12,203,763	12,759,510	11,807,092	12,531,630
Administration and finance	13,898,829 (1)	16,682,258	17,389,460	17,453,136	20,888,864
Marketing	943,235 (1)	852,508	1,120,625	1,132,349	1,693,873
Total operating expenses, before depreciation	76,551,740	84,735,054	84,438,901	83,671,965	102,067,733
Depreciation	8,372,047	8,984,115	8,725,291	8,431,424	9,352,957
Amortization	-	-	-	-	1,553
Total depreciation and amortization	8,372,047	8,984,115	8,725,291	8,431,424	9,354,510
Total all expenses	\$ 84,923,787	\$ 93,719,169	\$ 93,164,192	\$ 92,103,389	\$ 111,422,243

(1) This has been reclassified to conform to current year's classifications.

**Note: The statistical section contains "Unaudited" data.**



**Note: The statistical section contains "Unaudited" data.**



**Note: The statistical section contains "Unaudited" data.**



Pinellas Suncoast Transit Authority

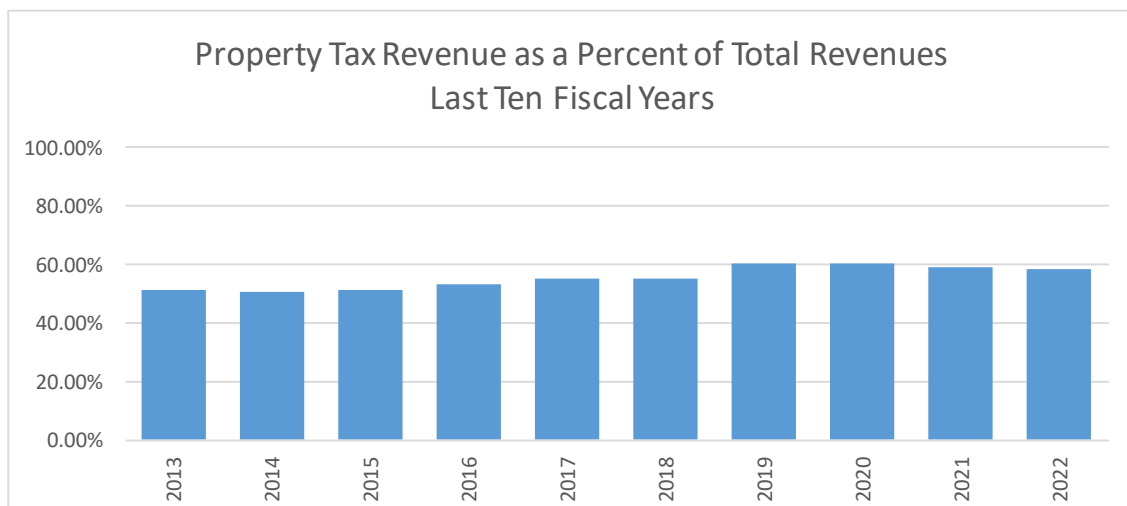
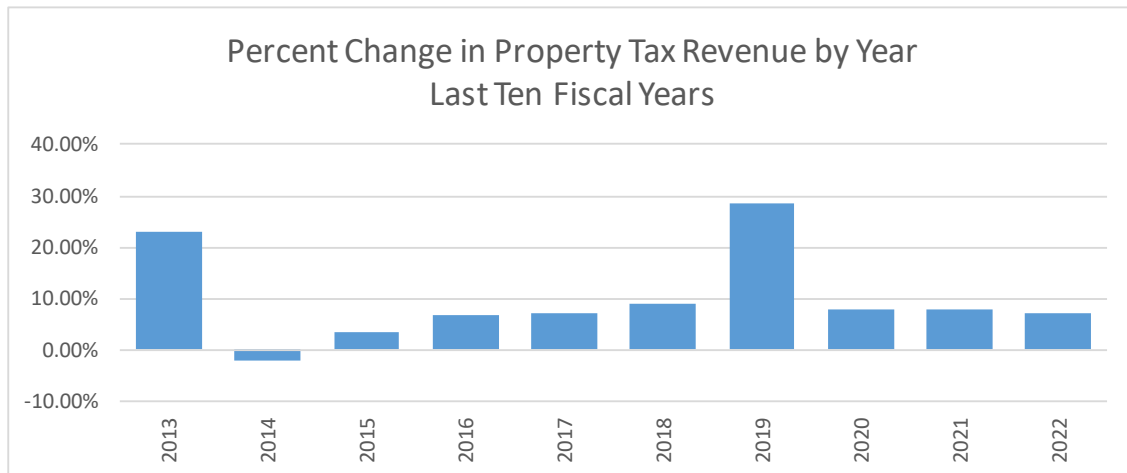
ADOPTED FY 2024 BUDGET

Property Tax Revenue By Year  
Last Ten Fiscal Years

Fiscal Years 2013 - 2022

Fiscal Year	Property Tax Dollars	Percent Change	Total Revenues *	Percent of Total	Millage Rate
2013	33,009,275	22.85%	64,524,242	51.16%	0.7305
2014	32,282,955	-2.20%	63,596,292	50.76%	0.7305
2015	33,365,462	3.35%	64,768,651	51.51%	0.7305
2016	35,592,336	6.67%	66,579,624	53.46%	0.7305
2017	38,166,312	7.23%	69,387,428	55.00%	0.7305
2018	41,607,265	9.02%	75,793,804	54.90%	0.7500
2019	49,113,559	28.68%	81,402,401	60.33%	0.7500
2020	53,031,249	7.98%	87,856,815	60.36%	0.7500
2021	57,112,617	7.70%	96,238,658	59.34%	0.7500
2022	61,276,418	7.29%	104,858,079	58.44%	0.7500

\* excludes capital grants and contributed capital.



Note: The statistical section contains "Unaudited" data.





## **STATISTICAL SECTION**

**(UNAUDITED)**

### **Revenue Capacity**

Taxable Assessed Value and Estimated Actual Value of Taxable Property (FY 2013 - FY 2022)

Direct and Overlapping Property Tax Rates (FY 2013 - FY 2022)

Principal Property Tax Payers (FY 2013 - FY 2022)

Property Tax Levies and Collections (FY 2013 - FY 2022)



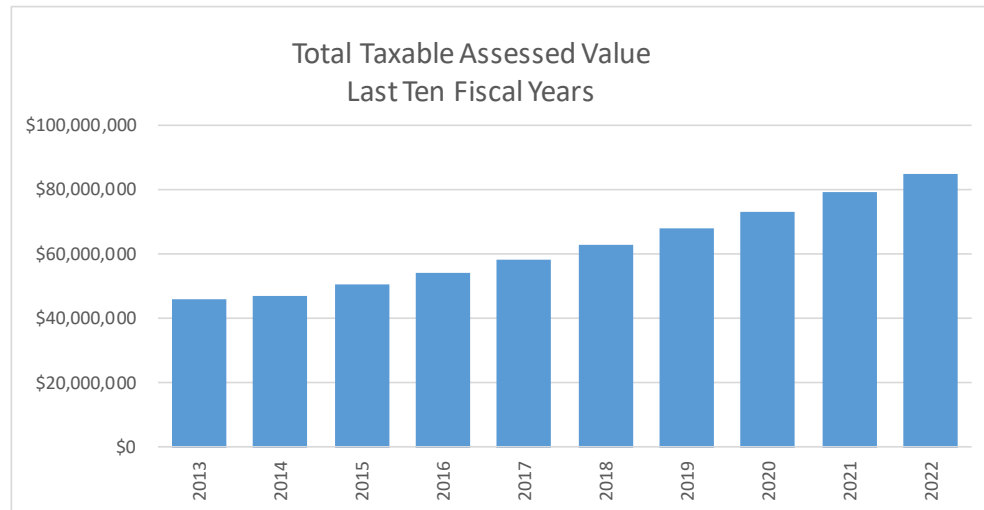
**Pinellas Suncoast Transit Authority**

**ADOPTED FY 2024 BUDGET**

**Taxable Assessed Value and Estimated Actual Value of Taxable Property  
Last Ten Fiscal Years  
(Dollars in thousands)**

**Fiscal Years 2013 - 2022**

<b>Fiscal Year</b>	<b>Estimated Actual Value (a)</b>			<b>Total Taxable Assessed Value</b>	<b>Total Direct Tax Rate (d)</b>
	<b>Real Property</b>	<b>Assessed Property (b)</b>	<b>Exemptions (c)</b>		
2013	64,892,654	6,150	19,197,776	45,701,028	0.7305
2014	67,950,230	6,263	20,785,617	47,170,876	0.7305
2015	75,375,232	6,506	25,059,878	50,321,860	0.7305
2016	82,866,812	6,957	29,015,580	53,858,189	0.7305
2017	75,953,105	7,171	17,975,184	57,977,920	0.7500
2018	97,076,057	6,603	18,426,193	62,614,865	0.7500
2019	105,263,104	6,365	19,023,798	67,812,395	0.7500
2020	113,238,615	6,977	19,885,584	73,238,574	0.7500
2021	121,569,525	7,791	20,981,592	78,921,348	0.7500
2022	133,476,264	7,982	22,162,107	84,742,423	0.7500



Source: Pinellas County Property Appraiser's Forms DR-403CC, DR-403V, DR-403AM and DR-403AC.

(a) Section 192.001(2), Florida Statutes, defines assessed value of property as "an annual determination of the just or fair market of item or property...." Therefore, grossed assessed value is "Estimated Actual Value." Assessed value is estimated and adjusted annually with a physical inspection every third year.

(b) Centrally assessed property is property that is assessed by the State of Florida rather than by the Property Appraiser since the property is located in more than one county. Real Property only included.

(c) Exemptions are provided for agricultural, government, institutional and historic preservation property. Exemptions available solely to residential property include, but are not limited to, widows/widowers, disabled/blind, \$50,000 homestead and homestead differential (capped).

(d) Total Direct Rate is the average of the direct rates levied (taxes levied to total taxable value). PSTA levies taxes only on real property within the PSTA's geographic area.

**Note: The statistical section contains "Unaudited" data.**



Pinellas Suncoast Transit Authority

ADOPTED FY 2024 BUDGET

**Direct and Overlapping Property Tax Rates  
Last Ten Fiscal Years  
In Mills, Per \$1,000 of Assessed Value**

**Fiscal Years 2013 - 2022**

Direct Rates (a)				Overlapping Rates (b)					
Fiscal Year	Basic Rate	Total Direct Rate	PSTA Maximum Allowed Rate	County Board Rate	School Board Rate	Emergency Medical Service	Others District Rate (c)	Municipalities	
								Lowest	Highest
2013	0.7305	0.7305	0.7500	5.0727	8.3020	0.9158	1.3034	0.7511	6.7742
2014	0.7305	0.7305	0.7500	5.2755	8.0600	0.9158	1.2959	0.7511	6.7700
2015	0.7305	0.7305	0.7500	5.2755	7.8410	0.9158	1.2799	0.7511	6.7700
2016	0.7305	0.7305	0.7500	5.2755	7.7700	0.9158	1.2629	0.7283	6.7700
2017	0.7500	0.7500	0.7500	5.3377	7.3180	0.9158	1.2448	0.7294	6.7550
2018	0.7500	0.7500	0.7500	5.2755	7.0090	0.9158	1.2262	0.6594	6.7550
2019	0.7500	0.7500	0.7500	5.2755	6.7270	0.9158	1.2015	0.6737	6.7550
2020	0.7500	0.7500	0.7500	5.2755	6.5840	0.9158	1.1932	0.6350	6.7550
2021	0.7500	0.7500	0.7500	5.2755	6.4270	0.9158	1.1800	0.5823	6.7550
2022	0.7500	0.7500	0.7500	5.1302	6.3250	0.9158	1.1666	0.5450	6.6550

Source: Pinellas County Tax Collector

(a) Direct rates support the ad valorem revenue base recognized by PSTA.

(b) Overlapping rates are those rates levied by other local governments who overlap PSTA's geographic area.

(c) Other Districts includes Pinellas County Planning Council 0.0150; Juvenile Welfare Board 0.8981; SW Florida Water Management District 0.2669.

**Note: The statistical section contains "Unaudited" data.**



Pinellas Suncoast Transit Authority

ADOPTED FY 2024 BUDGET

**Principal Property Tax Payers  
Fiscal Year 2022 and Nine Years Ago**

Taxpayer	Business	2022		2013	
		Taxable Assessed Value	Percentage of Total PSTA Taxable Assessed Value	Taxable Assessed Value	Percentage of Total PSTA Taxable Assessed Value
Publix Super Markets Inc.	Grocery	\$ 159,512,063	0.19%	\$ 88,252,063	0.19%
Wal-Mart Stores East LP	Retail Stores	135,325,770	0.16%	72,797,324	0.16%
Bellwether Prop Fla	Real Estate	135,068,500	0.16%	134,375,938	0.29%
Wyndham Vacation Resorts Inc.	Real Estate	124,415,000	0.15%		
Camden Usa Inc	Real Estate	112,788,810	0.13%		
Duke Energy Florida, Inc.	Electric Utility	112,585,954	0.13%		
James, Raymond & Assoc Inc	Financial Services	110,555,182	0.13%	82,112,537	0.18%
B W C W Hospitality LLC	Hospitality	97,663,243	0.12%		
SW1 TRELLIS OWNER LLC	Real Estate	96,750,000	0.11%		
4TH ST S RESIDENCES II LLC	Hospitality	94,430,352	0.11%		
De Bartolo Capital PTNSHP	Retail Mall			115,500,000	0.25%
Crystal Beach Capital LLC	Real Estate			67,848,466	0.15%
Largo Medical Center Inc.	Hospital			56,137,192	0.12%
Florida Power Corp	Electric Utility			54,180,316	0.12%
Pinellas County	Government			50,207,861	0.11%
Franklin/Templeton Investor Svc Inc	Financial Services			50,000,000	0.11%
		<u>\$ 1,179,094,874</u>	<u>1.39%</u>	<u>\$ 771,411,697</u>	<u>1.69%</u>
Total Taxable Assessed Value		<u>\$ 84,742,423,000</u>		<u>\$ 45,701,028,000</u>	

Source: Pinellas County Property Appraiser

Methodology: Top ten taxpayers identified for Real Property only.

**Note: The statistical section contains "Unaudited" data.**



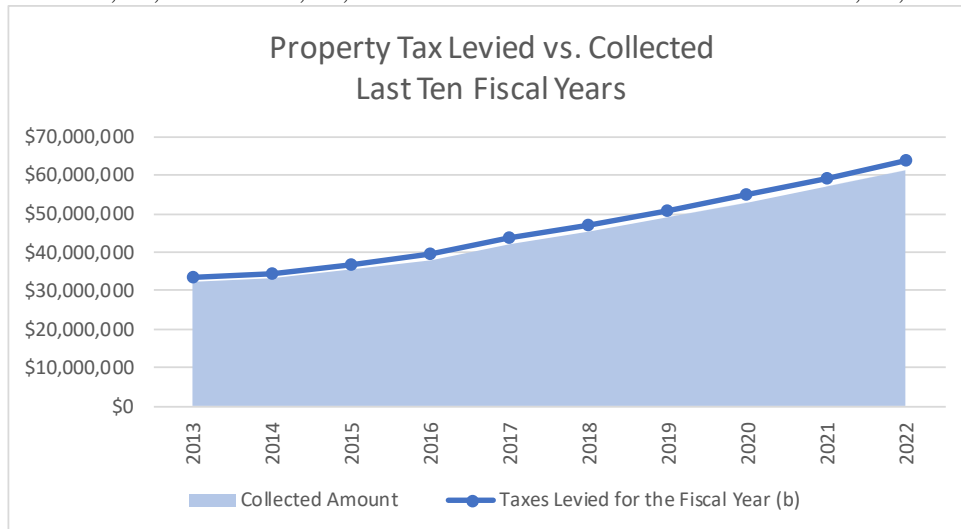
**Pinellas Suncoast Transit Authority**

**ADOPTED FY 2024 BUDGET**

**Property Tax Levies and Collections  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

Fiscal Year	Taxes Levied for the Fiscal Year (b)	Collected Within the Fiscal Year of Levy (a)		Collections in Subsequent Years (c)	Total Collections to Date	
		Collected Amount	Percentage of Levy		Amount	Percentage of Levy
2013	33,455,349	32,218,321	96.30%	52,495	32,270,816	96.46%
2014	34,458,263	33,312,967	96.68%	33,011	33,345,978	96.77%
2015	36,760,049	35,559,325	96.73%	88,692	35,648,017	96.97%
2016	39,343,407	38,077,620	96.78%	148,565	38,226,184	97.16%
2017	43,549,763	41,954,890	96.34%	84,224	42,039,114	96.53%
2018	46,961,234	45,304,807	96.47%	41,325	45,346,132	96.56%
2019	50,950,610	49,072,233	96.31%	69,291	49,141,524	96.45%
2020	54,929,012	52,961,958	96.42%	31,147	52,993,105	96.48%
2021	59,191,099	57,081,470	96.44%	-	57,081,470	96.44%
2022	63,556,817	61,276,418	96.41%	-	61,276,418	96.41%



Source: Pinellas County Tax Collector's Form DR-502.

(a) Section 197.162, Florida Statutes, provide a 1% per month discount up to 4% for payments between November and February. Taxes collected after July 1st are categorized as delinquent.

(b) This is the revenue to be generated based on PSTA's direct rates; see "Direct and Overlapping Property Tax Rates" chart of annual financial report.

(c) All delinquent tax collections received during the year are applied to Collections Amount the year prior to collection, regardless of the year in which the taxes were originally levied. Therefore this may result in the Percentage of Levy in Total Collections to be greater than 100%.

Delinquent taxes by levy year are not available.

**Note: The statistical section contains "Unaudited" data.**



## **STATISTICAL SECTION**

**(UNAUDITED)**

### **Demographic and Economic Information**

Demographics and Economic Statistics (FY 2013 - FY 2022)

Principal Employers (FY 2013 - FY 2022)



**Demographic and Economic Statistics  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

<b>Fiscal Year</b>	<b>Population (a)</b>	<b>Personal Income (dollars in thousands) (b)</b>	<b>Per Capita Personal Income (b)</b>	<b>School Enrollment (c)</b>	<b>Unemployment Rate (d)</b>
2022	969,491	N/A (e)	N/A (e)	95,446	2.4%
2021	964,490	63,075,440	65,398	96,068	3.6%
2020	984,925	58,480,515	59,376	99,798	6.6%
2019	978,045	55,296,982	56,538	101,427	2.7%
2018	970,532	52,075,175	53,656	100,948	3.0%
2017	962,003	49,762,378	51,728	102,181	3.1%
2016	954,569	46,912,934	49,146	103,242	4.4%
2015	944,971	45,637,022	48,295	103,779	4.7%
2014	933,258	43,290,210	46,386	104,104	6.2%
2013	926,610	40,511,090	43,720	102,672	6.7%

(a) Source: Bureau of Economic & Business Research, University of Florida (2013-2022). Data available at

(b) Source: Bureau of Economic Analysis, U.S. Department of Commerce (2013-2022).

(c) Source: Florida Department of Education.

(d) Source: U.S. Department of Labor, September annually (not seasonally adjusted).

(e) Information not available.

**Note: The statistical section contains "Unaudited" data.**



Principal Employers  
Current Year and Ten Years Ago

Fiscal Years 2013 - 2022

Employer	2022 (a)			2013 (a)		
	Employees	Rank	Percentage of Total County Employment	Employees	Rank	Percentage of Total County Employment
BayCare	14,300	1	2.77%			
Pinellas County School Board	14,000	2	2.71%	15,967	1	3.36%
Publix	7,300	3	1.41%			
Raymond James	6,000	4	1.16%	2,600	8	0.55%
Walmart	4,000	5	0.77%			
Bay Pines VA Healthcare System	3,700	6	0.72%	4,364	2	0.92%
City of St. Petersburg	3,500	7	0.68%	3,120	4	0.66%
John Hopkins All Children's Hospital	3,300	8	0.64%	2,900	5	0.61%
Pinellas County Board of County Commissi	3,100	9	0.60%	4,277	3	0.90%
Pinellas County Sheriff's Office	2,600	10	0.50%	2,724	6	0.57%
St. Petersburg College				2,697	7	0.57%
Morton Plant Hospital				2,550	9	0.54%
Mease Hospital				2,100	10	0.44%
Total County Employment	516,468			474,980		

(a) Source: Florida Research and Economic Database and Pinellas County Department of Economic Development

Note: The statistical section contains "Unaudited" data.





## **STATISTICAL SECTION**

### **(UNAUDITED)**

#### **Operating Information**

Bus Service Effort and Accomplishments Per Mile (FY 2013 – FY 2022)

Bus Service Effort and Accomplishments Per Hour (FY 2013 – FY 2022)

Unlinked Passenger Changes (FY 2013 – FY 2022)

Vehicles Operated in Maximum Service (FY 2013 – FY 2022)

Number of Employees (FY 2013 – FY 2022)

Miscellaneous Statistical Data (FY 2013 – FY 2022)



**Bus Service Effort And Accomplishments Per Mile  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

<b>Fiscal Year</b>	<b>Revenue Vehicle Miles (a)</b>	<b>Percent of Change</b>	<b>Operating Expense (b) Per Revenue Mile</b>	<b>Operating Expense (b) Per Passenger Mile</b>	<b>Unlinked Passenger Trips Per Revenue Mile (c)</b>
2013	9,073,836	2.21%	\$ 6.21	\$ 0.78	1.56
2014	9,176,346	1.13%	\$ 6.23	\$ 0.83	1.55
2015	9,339,357	1.78%	\$ 6.17	\$ 0.85	1.56
2016 (d)	9,064,475	-2.94%	\$ 6.25	\$ 0.96	1.39
2017	8,635,597	-4.73%	\$ 6.95	\$ 1.08	1.32
2018 (e)	9,140,825	5.85%	\$ 7.33	\$ 1.23	1.22
2019	9,253,744	1.24%	\$ 7.23	\$ 1.09	1.24
2020 (f)	8,519,643	-7.93%	\$ 9.05	\$ 1.29	1.25
2021	9,219,585	8.22%	\$ 7.93	\$ 1.20	1.07
2022	9,510,587	3.16%	\$ 7.22	\$ 1.35	0.89

Source: PSTA

All bus data includes directly operated and purchased bus service.

(a) Does not include demand response.

(b) Operating expense excludes depreciation.

(c) Unlinked passenger figures count passengers each time that person boards a transit vehicle from the initial point of origin until he or she reaches a final destination.

(d) National Transportation Database revised reporting policy on two purchased bus service routes.

(e) Data revised.

(f) Due to the COVID-19 pandemic service was reduced and PSTA continued to pay full time wages resulting in an increase expense per mile.

N/A - Information not available.

**Note: The statistical section contains "Unaudited" data.**



**Bus Service Effort And Accomplishments Per Hour  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

<b>Fiscal Year</b>	<b>Revenue Vehicle Hours (a)</b>	<b>Percent of Change</b>	<b>Operating Expense (b) Per Revenue Hour</b>	<b>Operating Expense (b) Per Passenger Trip</b>	<b>Unlinked Passenger Trips Per Revenue Hour (c)</b>
2013	636,039	2.46%	85.83	3.86	22.25
2014	641,039	0.79%	87.56	4.12	21.24
2015	651,191	1.58%	86.85	4.12	21.10
2016 (d)	627,579	-3.63%	89.39	4.51	14.00
2017	630,734	0.50%	96.74	5.26	18.38
2018 (e)	675,662	7.12%	96.08	5.80	16.56
2019	703,927	4.18%	91.96	5.77	15.94
2020 (f)	626,988	-10.93%	118.34	7.19	16.46
2021	676,958	7.97%	107.98	7.73	13.96
2022	671,671	-0.78%	102.27	8.51	12.02

Source: PSTA

All bus data includes directly operated and purchased bus service.

(a) Does not include demand response.

(b) Operating expense excludes depreciation.

(c) Unlinked Passenger figures count passengers each time that person boards a transit vehicle from the initial point of origin until he or she reaches a final destination.

(d) National Transportation Database revised reporting policy on two purchased bus service routes.

(e) Data revised.

(f) Due to the COVID-19 pandemic service was reduced and PSTA continued to pay full time wages resulting in an increase expense per mile.

N/A - Information not available.

**Note: The statistical section contains "Unaudited" data.**



**Unlinked Passenger Changes  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

<b><u>Fiscal Year</u></b>	<b><u>Bus (a)</u></b>	<b><u>Percent of Change</u></b>
2013	14,150,506	3.19%
2014	14,183,941	0.24%
2015	14,578,287	2.78%
2016	12,635,319 (b)	-13.33%
2017	11,591,012 (b)	-8.26%
2018	11,521,351 (b)	-0.60%
2019	11,663,314	1.23%
2020	10,635,563 (c)	-8.81%
2021	9,853,228 (c)	-7.36%
2022	8,465,048 (d)	-14.09%

Source: PSTA

All bus data includes directly operated and purchased bus service.

(a) Unlinked passenger figures count passengers each time that person boards a transit vehicle from the initial point of origin until he or she reaches a final destination.

(b) Data revised.

(c) The decrease is due to the COVID-19 pandemic and reduced service.

(d) The decrease is due to resuming fares starting in July 2021.

**Note: The statistical section contains "Unaudited" data.**



**Bus Service Vehicles Directly Operated In Maximum Service  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

<u>Fiscal Year</u>	<u>Bus (a)</u>	<u>Percent of Change</u>
2013	162 (a)	-4.71%
2014	167 (a)	3.09%
2015	167 (a)	0.00%
2016	164 (a)	-1.80%
2017	164 (a)	0.00%
2018	193 (a)	17.68%
2019	190	-1.55%
2020	178 (b)	-6.32%
2021	178 (b)	0.00%
2022	174	-2.25%

Source: PSTA

(a) Data revised.

(b) The decrease is due to reduced service resulting from the COVID-19 pandemic.

**Note: The statistical section contains "Unaudited" data.**



**Pinellas Suncoast Transit Authority**

**ADOPTED FY 2024 BUDGET**

**Number of Employees  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

<b>Fiscal Year</b>		<b>PSTA Full-Time</b>	<b>PSTA Part-Time</b>	<b>PSTA Total</b>	<b>Percent of Change</b>
2013		574	17	591	6.29%
2014		589	6	595	0.68%
2015		607	1	608	2.18%
2016		603	2	605	-0.49%
2017		606	2	608	0.50%
2018	<b>(a)</b>	608	2	610	0.33%
2019		618	3	621	1.80%
2020		635	3	638	2.74%
2021	<b>(b)</b>	640	4	644	0.94%
2022		657	4	661	2.64%

Source: PSTA

Note: Budgeted authorized positions.

**(a)** Data revised

**Note: The statistical section contains "Unaudited" data.**



**Pinellas Suncoast Transit Authority**

**ADOPTED FY 2024 BUDGET**

**Miscellaneous Statistical Data  
Last Ten Fiscal Years**

**Fiscal Years 2013 - 2022**

	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Population served by Bus	926,610	933,258	944,971	954,569	962,003	970,532	978,045	984,925	964,490	969,491
Size of land area served by Bus (in square miles)	243	243	243	243	243	243	243	243	243	243
Number of Bus Routes	40	40	40	38	40	40	40	40	40	41
Annual PSTA Bus Passenger Miles (in millions) (Excludes Demand Response)	67,078	65,266	67,813	64,047	55,773	54,491	61,880	58,318	59,598	48,865
Miles of Bus Route - Directional Miles	907.2	885.2	929.1	1,016.3	893.0	862.0	862.6	866.0	907.0	990.9
Average Annual On Time Performance Percentage	82.3	83.4	80.5	78.6	64.8	65.2	69.2	71.3	71.2	67.2
Number of Bus Stop Locations	5,141	5,157	4929	4,906	4,752	4,752	4,665	4,602	4,382	4,395
Number of Bus Park and Ride Facilities	2	2	2	2	2	2	2	2	2	2
Number of Transit Centers	3	3	4	4	4	4	4	4	4	4
Number of Transfer Hubs	14	14	14	14	14	14	14	14	14	14
Number of Passenger Shelters	707	707	682	531	530	530	537	537	659	658
No. of Buses in Active Fleet	194	199	210	210	210	210	210	210	210	210
Average Vehicle Age (in years)	7.40	6.00	7.39	8.25	8.80	8.80	8.80	10.80	10.80	10.41
Net Investment in Capital Assets (in thousands)	\$86,157	\$79,199	\$83,810	\$76,019	\$75,914	\$75,484	\$86,662	\$ 85,483	\$109,961	\$116,646

Source: PSTA

N/A : Information not available.

**Note: The statistical section contains "Unaudited" data.**



# ACRONYMS



**Pinellas Suncoast Transit Authority****ADOPTED FY 2024 BUDGET**

AA	Alternative Analysis	GFOA	Government Finance Officers Association of the United States and Canada
ABBG	American Bus Benchmarking Group		
ADA	Americans with Disabilities Act		
APTA	American Public Transit Association	GIS	Geographic Information System
AVL	Automatic Vehicle Location System	HART	Hillsborough Area Regional Transit Authority
BEBR	Bureau of Economic and Business Research	IT	Information & Technology Division
BOCC	Board of County Commissioners	LCB	Local Coordinating Board
BRT	Bus Rapid Transit	LPA	Locally Preferred Alternative
CAFR	Comprehensive Annual Financial Report	L RTP	Long Range Transportation Plan
		MBE	Minority Businesses Enterprise
CIP	Capital Improvement Program	MPO	Metropolitan Planning Organization
CLASS	Client Assistance System		
CTC	Community Transportation Coordinator	NTD	National Transportation Database
		OEM	Original Equipment Manufacture
CTT	Certified Transit Technicians	PCPT	Pasco County Public Transit
CUTR	Center for Urban Transportation Research	PSTA	Pinellas Suncoast Transit Authority
		SCAT	Sarasota County Area Transit
DOR	Florida Department of Revenue	SSP	System Security Plan
EDR	Florida Legislature's Office of Economic & Demographic	SSPP	System Safety Program Plan
		TBARTA	Tampa Bay Area Regional Transit Authority
FDOT	Florida Department of Transportation		
		TD	Transportation Disadvantaged
FPTA	Florida Public Transit Association	TIA	Tampa International Airport
FTA	Federal Transit Administration	TIP	Transportation Improvement Program
FTC	Florida Transportation Commission		
FTE	Full-Time Equivalent	TRAC	Transit Riders Advisory Committee
FY	Fiscal Year	TRIM	Truth-in-Millage
GAAP	Generally Accepted Accounting Principles	USF	University of South Florida
		USDOT	United States Department of Transportation
GASB	Governmental Accounting Standards Board		



# GLOSSARY



**ACCESSIBLE** is defined by FTA, a site, building, facility, or portion thereof that complies with defined standards and that can be approached, entered, and used by persons with disabilities.

**ACCRUAL BASIS** is a method of accounting that recognizes revenue when earned and expenditures when incurred regardless of when cash is received or disbursed.

**ADA** is the Americans with Disabilities act of 1990. This Federal act requires many changes to ensure that people with disabilities have access to jobs, public accommodations, telecommunications, and public services, including public transit. Examples of these changes include mandating that all new buses and rail lines be wheelchair accessible and that alternative transportation be provided to customers unable to access the transit system.

**AD VALOREM TAX** is a tax levied on the assessed value of the property minus statutory exemptions on which it is levied. The rate of the tax is expressed in "mills." This tax is also called PROPERTY TAX. Also, see the definition of MILL.

**ADOPTED BUDGET** is the financial plan for a fiscal year beginning October 1. Florida Statutes require local governments to approve their budget at the second of two public hearings.

**AM Peak** is the period in the morning when additional services are provided to handle higher passenger volumes. The period begins when normal headways are reduced and ends when headways are returned to normal.

**AMENDED OR REVISED BUDGET** is the current year adopted budget adjusted to reflect all budget amendments approved by the Board of Directors through the date indicated.

**APPROPRIATION** is the legal authorization of funds granted by a legislative body such as Pinellas Suncoast Transit Authority Board of Directors to make expenditures and to incur obligations for specific

purposes. An appropriation is usually limited in amount and to a time period within which it may be expended

**ASSESSED VALUE** is a value set upon real estate or other personal property by a government as a basis for levying taxes. The Property Appraiser determines the assessed value of property in Pinellas County.

**AUDIT** is an official examination of an organization's accounts by an independent party.

**AUTOMATIC VEHICLE LOCATION** is a geographic position reporting system used to manage bus service.

**AVL** is an acronym for Automatic Vehicle Location. See the definition for AUTOMATIC VEHICLE LOCATION.

**BALANCED BUDGET** is the total amount available from taxation and other sources, including balances brought forward from prior fiscal years, must equal the total of appropriations for expenditures and reserves.

**BEGINNING NET POSITION** is the Ending Net Position of the previous period. (See ENDING NET POSITION definition.)

**BUDGET** is a plan of financial operation embodying an estimate of proposed expenditures for a given period and the proposed means of funding them.

**BUS RAPID TRANSIT (BRT)** is an innovative, high capacity, lower cost public transit solution that uses buses or specialized vehicles on roadways or dedicated lanes to quickly and efficiently transport passengers to their destinations, while offering the flexibility to meet transit demand.

**CAPITAL BUDGET** is a formal plan of action for a specified time period for purchases of capital assets using capital grants that is expressed in monetary terms.

**CAPITAL ASSET** is resources of a long-term character that are intended to continue to be held or



used, such as land, buildings, machinery, equipment and improvements.

**CAPITAL BUDGET** is the financial plan of capital project expenditures for the fiscal year beginning October 1. It incorporates anticipated revenues and appropriations included in the first year of the five year Capital Improvements Program (CIP), and any anticipated unspent budget appropriation balances from the previous fiscal year. It is adopted as a part of the annual budget.

**CAPITAL EXPENSE** is the costs associated with the purchase of property, buildings, vehicles, and infrastructure improvements. It can also include the costs associated with the long-term maintenance of these assets such as bus overhaul programs, and preventative maintenance. It is also referred to as a capital improvement.

**CAPITAL GRANT** is monies received from grantor funding agencies used to acquire, construct, or rehabilitate capital assets.

**CAPITAL IMPROVEMENT PLAN (CIP)** is PSTA's financial plan of approved capital projects with their schedules and costs over a five-year period. The CIP is designed to meet capital asset needs in a responsive and efficient manner.

**CAPITAL PROJECT** is any improvement or acquisition of major capital assets with a useful life of at least five years such as equipment, buildings, or land.

**CIP** is an acronym for the CAPITAL IMPROVEMENT PLAN. See the definition for CAPITAL IMPROVEMENT PLAN.

**CORRIDOR** is a defined metropolitan area considered for significant transportation projects such as highway improvements, bus transit ways, rail lines, bikeways, etc.

**CONTINGENCY** is a budgetary reserve set aside for emergencies for unforeseen expenditures.

**CTC** is an acronym for Community Transportation Coordinator.

**DEPRECIATION** is the allocation of the acquisition cost of a capital asset to each period benefited by the asset, based on a limited useful life of the capital asset.

**ENTERPRISE FUND** is a fund established to account for operations that are financed and operated in a manner similar to private business enterprises, where the intent of the governing body is that the costs (expenses, including depreciation) of providing goods or services to the general public on a continuing basis be financed or recovered primarily through user charges.

**EXPRESS SERVICE** is the use of express service speeds up longer trips, especially in major metropolitan areas during heavily patronized peak commuting hours, by operating long distances without stopping. Examples include park-N-ride routes between suburban parking lots and the central business district that operate on freeways, and express buses on major streets that operate local service on the outlying portions of a route until a certain point and then operate non-stop to the central business district.

**FARE** is the amount charged to passengers for bus and paratransit services.

**FAREBOX** is an electronic registering device used to collect and store fare media

**FARE CARD** is electronic fare media used for payment of fares.

**FISCAL YEAR (FY)** is the Fiscal Year for PSTA (October 1st through September 30th). A twelve month period to which the annual operating budget applies, and at the end of which an entity determines its' financial position and the results of its operations.

**FIXED ROUTE SERVICE** is buses that operate according to fixed schedules and routes.

**FLAMINGO FARES TAMPA BAY** brings a new payment system to the region, simplifying transit use. It allows a rider to pay using a re-loadable smart card or smartphone app, which can be used across participating transit agencies. Counties currently



participating in Flamingo Fares: Hernando (The-Bus), Hillsborough (HART/TECO Line Streetcar System), Pasco (PCPT), and Pinellas (PSTA/Jolley Trolley). **FLEX SERVICE** is transit service that operates along a fixed alignment or path at generally fixed times, but may deviate from the route alignment to collect or drop off passengers who have requested the deviation. This service is also known as Deviated Fixed Route Service.

**FTA (Federal Transit Administration)** The FTA is PSTA's federal cognizant oversight agency. The FTA helps cities and communities provide mobility to their citizens. Through its grant programs, FTA provides financial and planning assistance to help plan, build, and operate rail, bus and Paratransit systems.

**FTE** is the acronym for Full-Time Equivalent. See the definition for FULL-TIME EQUIVALENT.

**FULL-TIME EQUIVALENT** is one position funded for a full year. For example, a permanent employee funded and paid for 40 hours/week and 52 weeks/year or 2 employees funded and paid for 20 hours/week and 52 weeks/year would be equal to one full-time equivalent.

**FUND** is an accounting entity used to record cash and other financial resources as well as an offsetting amount of liabilities and other uses. The resources and uses are segregated from other resources and uses for the purpose of carrying on specific activities or attaining specific objectives in accordance with special regulations, restrictions, or limitations.

**FUNDED POSITIONS** is a term referring to the number of authorized positions which funding is included in a given fiscal year's budget.

**FUNDING SOURCES** is a term referring to the type or origination of funds to finance recurring or non-recurring expenditures. Examples include revenues such as ad valorem taxes, user fees, and grants and non-revenues such as net position.

**FY (FISCAL YEAR) 2021 ADOPTED BUDGET** refers to the budget for the period beginning October 1, 2021 and ending September 30, 2022. (FISCAL

YEAR) 2022 PLANNED BUDGET refers to the budget for the period beginning October 1, 2021 and ending September 30, 2022.

**GAAP** is the acronym for Generally Accepted Accounting Principles.

**GASB** is an acronym for Governmental Accounting Standards Board. See Governmental Accounting Standards Board.

**GOVERNMENTAL ACCOUNTING STANDARDS BOARD (GASB)** is the independent, private-sector organization based in Norwalk, Connecticut, that establishes accounting and financial reporting standards for U.S. state and local governments that follow Generally Accepted Accounting Principles (GAAP).

**GRANTS AND AIDS** includes all grants, subsidies, and contributions from other government agencies or private organizations.

**HEADWAY** is the time span between service vehicles (bus or rail) on specified routes sometimes called frequency.

**INFRASTRUCTURE** is the basic installations and facilities on which the continuance and growth of a community depend. For PSTA, this means such facilities as terminals, transfer stations, Park-N-Ride lots, bus repair garage, fuel lane, etc.

**INTELENT TRANSPORTATION SYSTEM (ITS) includes** signal timing coordination, traffic monitoring devices, and dynamic message signs. Future planning includes communication between vehicles and the transportation infrastructure.

**INTERMODAL** is transportation by more than one mode (bus, train, etc.) during a single journey.

**METROPOLITAN PLANNING ORGANIZATION (MPO)** is an agency that provides long-range transportation planning in Pinellas County. The Pinellas County MPO operates in accordance with Federal Law (23 USC 134 and 135) and Chapter 339.175, Florida Statutes to address the mobility needs of people and freight while fostering economic growth and minimizing fuel consumption, air



pollution, and greenhouse gas emissions. The MPO works hand-in-hand with the West Central Florida Chairs Coordinating Committee, an organization of area MPO's, to ensure that local and regional transportation priorities are coordinated with land use.

**MILL** is a monetary measure equating to one one-thousandth (0.001) of a dollar. When used in reference to the AD VALOREM TAX RATE, it means a 1-mill tax is one dollar of tax on \$1,000 of taxable value.

**MILLAGE RATE** is the rate per one thousand dollars of taxable property value which, when multiplied by the taxable value, yields the tax billing for a given parcel.

**MINIMUM SERVICE LEVEL (MSL)** is a term which defines the base outputs which are either legally mandated and/or considered the most important set of outputs of an organization. The minimum service level corresponds directly to the purpose or mission of the organization.

**MODE** is a system for carrying transit passengers described by a specific right-of-way, technology and operational features. PSTA utilizes the following modes: Bus and Demand Response.

**MSL** is the effort, expressed in terms of service and cost, below which it is not realistic or feasible to operate.

**MISCELLANEOUS (FUNDING SOURCE)** is revenue other than those received from standard sources such as taxes, grants and user fees.

**MPO** is an acronym for the Metropolitan Planning Organization. See the definition for METROPOLITAN PLANNING ORGANIZATION.

**OBJECTIVE** is a statement specifying achievements to be attained within a prescribed time frame. An objective is exchanged /superseded by another objective at the expiration of the time frame. An objective is directly connected to how the resources of an organization will be used. An objective statement begins with an action verb and includes the quantified statement of the results expected as an outcome of the action, such as PROVIDE (the action

verb) WITH EXISTING MANPOWER, 24-HOUR SECURITY COVERAGE FOR TWO TERMINAL BUILDINGS AT DAILY COST NOT TO EXCEED \$15.60 (quantified results) DURING THE APPLICABLE FISCAL YEAR (explicit timeframe).

**OPERATING BUDGET** is the budget including appropriations for recurring and certain one-time expenditures that will be consumed in a fixed period of time to provide for day-to-day operations (e.g., salaries and related benefits, operating supplies, contractual and maintenance services, professional services, and operating equipment).

**NET POSITION** is the cumulative amount that has not been used by which total revenues (including Public Funding) exceed total expenses over a series of years. Annual budget surpluses (or deficits) generally add to (or subtract from) the Net Position. The non-capital asset portion of net position balance is available to fund current or future operating or capital needs.

**OFF PEAK** is Non-rush hour traffic periods.

**OPERATING EXPENSES** are Costs associated with the operation of the transit agency. Examples of operating expenses include; fuel, maintenance supplies, labor, professional fees, and office supplies.

**OPERATING REVENUES** are income generated from transit services and from other activities directly related to operations.

**PARATRANSIT SERVICE** is non-fixed route transit service, utilizing vans and sedans to provide pre-arranged trips to and from specific location within the service area to certified participants in the program. Paratransit represents demand response transportation services.

**PASS** is a discounted type of media for fare payment, which offers unlimited rides for a specified period of time. Examples include 31-day pass, 7-day pass, 1-day (daily) pass, etc.

**PASSENGER MILES** are the cumulative sum of the distances traveled by passengers.



**PASSENGER VEHICLE** is a vehicle used to carry passengers in transit service.

**PEAK** is rush hour periods, typically defined as 6:00AM through 9:00AM, and 3:00PM through 6:00PM, Monday through Friday.

**PM PEAK PERIOD** is the period in the afternoon or evening when additional services are provided to handle higher passenger volumes. The period begins when normal headways are reduced, and ends when headways are returned to normal.

**PROJECTED EXPENSE** is the estimated expense through the end of the current fiscal year for a respective budget line item.

**PROPERTY TAX** is another term for AD VALOREM TAX. See AD VALOREM TAX.

**PSTA** is an acronym for Pinellas Suncoast Transit Authority.

**RAPID TRANSIT CORRIDOR** is a rapid transit corridor represents a relatively wide linear area within which a potential rapid transit facility may be located.

**RECOVERY RATIO** is one of the key performance indicators, which measures the amount of operating expense that was recovered from fare revenues. The ratio is calculated as fare revenues divided by operating expenses excluding depreciation and other exempt expenses.

**RESERVES** are that portion of a fund's assets that are (1) set aside for a specific purpose and therefore, not available for general appropriation or (2) anticipated to be available for future re-appropriation by action of the Board of Directors.

**REVENUE SERVICE** is the time when a vehicle is available to the general public and there is an expectation of carrying passengers.

**REVENUE VEHICLE** is a vehicle in the fleet that is available to operate in revenue service, including spares and vehicles temporarily out of service for routine maintenance and minor repairs.

**RIDE** is a trip taken by passengers on the bus.

**ROLLED-BACK RATE** is that millage rate which, when applied to the total amount of taxable value of property (excluding new construction), produces the same amount of tax dollars as the previous year. Calculation of the "rolled-back rate" is governed by Florida Statutes.

**ROLLING STOCK** is revenue vehicles used in providing transit service for passengers.

**RUN** is a bus operator's assigned work for the day.

**SERVICE AREA** is a measure of access to transit service in terms of population serviced and area coverage (square miles).

**TAXABLE VALUE** is the assessed value of property minus any authorized exemptions (i.e., agricultural, homestead exemption). This value is used to determine the amount of ad valorem tax to be levied. The TAXABLE VALUE is calculated by the Property Appraiser's Office in compliance with State Law.

**TAXES** are compulsory charges levied by a government to finance services performed for the common benefit.

**TD** is an acronym for Transportation Disadvantaged.

**TRIP** by bus is a one-way bus trip from originating terminal to destination terminal.

**UNLINKED PASSENGER TRIP (UPT)** is each boarding of a passenger is defined as an unlinked passenger trip. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.





**VEHICLE HOURS** are the hours a vehicle travels from the time it pulls out from its' garage to go into revenue service to the time it pulls in from revenue service. It is often called platform time. For conventional scheduled services, it includes revenue time and deadhead time.

**VEHICLE MILES** are the miles a vehicle travels from the time it pulls out from its' garage to go into revenue service to the time it pulls in from revenue service. It is often called platform miles. For conventional scheduled services, it includes revenue miles and deadhead miles.

**VEHICLE REVENUE HOURS** are the hours a revenue vehicle is available to pick up or discharge passengers.

**VEHICLE REVENUE MILES** are the miles that vehicles travel while in revenue service (i.e., the time when a vehicle is available to the public and there is an expectation of carrying passengers). Vehicle revenue miles exclude travel to and from storage facilities, training operators prior to revenue service, road tests and deadhead travel, as well as school bus and special service.





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Transit Authority

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