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**FINANCE & PERFORMANCE MANAGEMENT COMMITTEE  
MEETING MINUTES  
JANUARY 18, 2018**

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Committee Vice-Chair Brian Scott called the January 18, 2018 Finance & Performance Management Committee meeting to order at 9:00 AM. Members present: Brian Scott, Dave Eggers, Bill Jonson, Josh Shulman, and Richard Bennett. Members absent: Joe Barkley. Also present were: Brad Miller, CEO and PSTA staff members.

**PUBLIC COMMENT**

There were no public comments.

**ACTION ITEMS**

November 13, 2017 Meeting Minutes – Mr. Jonson made a motion, seconded by Mr. Bennett, to approve the minutes. Motion passed unanimously.

**[Mr. Eggers entered the meeting at 9:05 AM.]**

Security Guards – Al Burns, Director of Procurement, provided information on the security guard services procurement. He stated that seven proposals were submitted and three companies were invited to present to the Evaluation Committee. Mr. Burns indicated that after review of the three companies, staff is recommending Dynamic Security, Inc. for a three-year contract with two one-year options in an amount not to exceed \$1,250,000. Mr. Jonson raised a concern about guards welcoming riders and the need for better customer service and visibility. Mr. Burns replied that was part of the procurement specifications. He indicated that the new contract will begin on March 1, 2018. Mr. Shulman made a motion, seconded by Mr. Bennett, to recommend approval of the security guard contract with Dynamic Security. There were no public comments. Motion passed unanimously.

Service Employees International Union (SEIU) Contract – James Bradford, Chief Operating Officer, outlined the SEIU agreement and the benefits of the new contract for both union members and PSTA management. He noted that this agreement is for the Maintenance and Transportation Supervisors. Mr. Bradford explained that the larger

union contract expires later this year. Mr. Shulman asked for the breakdown of supervisors' length of employment and Mr. Bradford responded. Mr. Eggers asked about union membership for other transit agencies and he was told that typically larger agencies have a union for Supervisors. Mr. Eggers would like to see compensation comparisons with other agencies presented at the Board meeting. Mr. Jonson made a motion, seconded by Mr. Shulman, to recommend approval of the SEIU agreement. There were no public comments. Motion passed (4:1) with Mr. Eggers dissenting.

Claim Settlement – Diane Randall, Director of Risk Management, outlined the liability claim. She indicated that staff is requesting settlement authority of \$100,000 to settle the claim, which is within the established claim reserves. Mr. Eggers made a motion, seconded by Mr. Jonson, to recommend approval of the \$100,000 settlement. There were no public comments. Motion passed unanimously.

Transit Planning Application – Mr. Burns spoke about the transit route planning software application. He explained that this software assists in route planning and significantly saves staff time in completing major service change analyses. It also provides demographics needed for Title VI reporting. Mr. Burns noted that in an effort to secure better pricing, PSTA and the Hillsborough Area Regional Transit Authority (HART) partnered in this procurement. He indicated that the contract is for three years that resulting in a 9% savings annually. There were questions regarding who uses this software and how long PSTA has been using it, which Cassandra Borchers, Chief Development Officer, answered. Mr. Shulman made a motion, seconded by Mr. Jonson, to recommend approval of a three-year contract with Remix Software, Inc. in an amount not to exceed \$112,500. There were no public comments. Motion passed unanimously.

Voice of the Customer – Mr. Burns said staff is recommending a three-year contract with two one-year options with TransPro Consulting, Inc. in an amount not to exceed \$467,200. He explained that the Voice of the Customer surveys included in this contract will provide PSTA with results to populate metrics in the PSTA Organizational Performance Scorecard. Mr. Burns indicated that surveys will be conducted up to twice a year over the course of the contract. He noted that PSTA and HART coordinated on this procurement, and negotiations realized a savings of 14% over initially proposed rates. After Mr. Burns answered questions relating to duration of survey and how many participants per survey, Mr. Shulman made a motion, seconded by Mr. Bennett, to recommend approval of a three-year contract with TransPro Consulting, Inc. There were no public comments. Motion passed unanimously.

## **REPORTS**

Monthly Financial Statement – The financial statements were included in the packet. Debbie Leous, Chief Financial Officer, gave a brief summary of the reports for the month ending November 30, 2017. The Committee had questions relating to passenger fares and diesel fuel prices which Ms. Leous answered.

Ridership/Performance – Mr. Miller briefly spoke about the November 2017 and December 2017 reports. Mr. Jonson mentioned reallocating resources to transit-oriented communities. Mr. Miller indicated that he will distribute to the Board the American Public Transportation Association (APTA) national study on ridership trends.

## **FUTURE MEETING SUBJECTS**

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

## **OTHER BUSINESS**

No other business was discussed.

## **ADJOURNMENT**

The meeting was adjourned at 10:21 AM. The next Finance & Performance Committee meeting is scheduled for February 21st at 9:00 AM.