



PINELLAS SUNCOAST TRANSIT AUTHORITY  
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## EXECUTIVE COMMITTEE MEETING MINUTES SEPTEMBER 5, 2018

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Committee Chair Long called the September 5, 2018 Executive Committee meeting to order at 10:20 AM. Members present: Janet Long, Darden Rice, and John Tornga. Absent was: Pat Gerard and Joe Barkley. Also present were: Brad Miller, CEO; PSTA staff members, and members of the public.

### PUBLIC COMMENT

None.

### ACTION ITEMS

August 6, 2018 Meeting Minutes – Ms. Rice made a motion, seconded by Mr. Tornga, to approve the minutes. Motion passed unanimously.

FY2019 Scorecard Goals – Trish Collins, Director of Human Resources, and Mr. Miller presented the proposed FY2019 Organization Scorecard with updated goals in each of the five high-level strategies. It was noted that the Executive Committee will recommend approval of this document every year. There was discussion about what PSTA has learned from this scorecard that was not known before, which Ms. Collins responded to. It was suggested that it would be helpful to bring to the full Board what the Agency has learned from this initial scorecard. Ms. Rice made a motion, seconded by Mr. Tornga, to recommend approval of the FY2019 scorecard goals. There were no public comments. Motion passed unanimously.

### INFORMATION ITEMS

Customer and Employee Survey – Ms. Collins delivered a presentation on the 2018 Employee Engagement Survey results and action planning. She reviewed the response rates per department, overall engagement levels, as well as the key influencers of engagement. Chairperson Long suggested sending a letter of thanks from the Board to the participants for their input in the survey.

Kristopher Browning, TransPro Consulting, reviewed the results from the Fixed Route Wave 2 Customer Satisfaction Survey. He presented numerous metrics and indicated that all satisfaction metrics increased in Wave 2 compared to Wave 1 in addition to overall satisfaction of the service and the percentage of customers who believe service has improved over the past year. Mr. Browning noted that customers are most satisfied with feeling safe on the bus (92%) and customer service representatives being helpful and courteous (90%). He did point out, however, that customers are least satisfied with the on-time performance (68%) and seating availability/space on the bus (73%).

Mr. Browning also provided the results from the Paratransit/Demand Response (DART) Wave 1 Customer Satisfaction Survey. He noted that this was the first time for the DART survey and 280 surveys were completed. He indicated that customers are most satisfied with the vehicle getting them to their destination in a reasonable amount of time (98%), feeling safe when boarding the vehicle (98%), and drivers securing the passenger's scooter or wheelchair (98%). Mr. Browning stated that customers are least satisfied with feeling safe when riding in the vehicle (55%).

September Board Meeting Agenda – The Committee reviewed the September 2018 Board agenda. Mr. Miller indicated that there will be a public hearing on the tentative budget/millage rate on September 12th at 6:00 PM, with the final public hearing along with the Board meeting on September 26th at 6:00 PM. Chairperson Long suggested moving the Tampa Bay Area Regional Transit Authority (TBARTA) Program of Projects (POP) from the Consent Agenda to an Action Item and provide a brief presentation to the Board about the efforts going on behind the scenes with TBARTA. Mr. Miller indicated that the Bus Rapid Transit (BRT) Project Management/Construction Management Services Contract may also have to be moved from the Consent Agenda to an Information Item with Board approval in October.

### **OTHER BUSINESS**

Chairperson Long reminded everyone about the Tampa Bay Transportation Management Area (TMA) Leadership Group meeting on Friday, September 7th. Mr. Tornga spoke about mobility and improving that concept. Chairperson Long mentioned the branding of the Authority and suggested that discussions at the strategic planning session next year should include the possibility of changing PSTA's name to reflect mobility.

### **ADJOURNMENT**

The meeting was adjourned at 11:28 AM. The next Executive Committee will be on October 1st at 11:00 AM.