



**Something**

**AWESOME**

**is happening!**



**PSTA'S EMPLOYEE  
NEWSLETTER**

**ISSUE 4**

**MAY 2019**

# PSTA's GUIDING PRINCIPLES

We operate with honest and transparent **communication**.

We invite robust debate and **listen** to each other's ideas.

We take persona responsibility to design **customer-focused** solutions and own the results.

We **innovate** and drive **reliability, quality, and efficiency**.

We actively engage in **professional development** and take initiative.

**TEAMWORK**  
*makes the*  
**DREAMWORK**





**To all of our May  
babies!**



HAPPY  
*mother's*  
DAY





*please*  
**JOIN US**

Submitted by Tom Heyob,  
Transportation Supervisor

# **MEMORIAL DAY CEREMONY**

- **Monday, May 27<sup>th</sup>**
- **11:00 – 11:15 a.m.**
- **In front of the Admin. Building**
- **Brief ceremony in remembrance of American Soldiers who have died in Military Service.**
- **Hosted by PSTA's Veterans Resource Group**
- **All are welcome and encouraged to attend.**





**DOH-PINELLAS IS OFFERING A TWO-DOSE  
HEPATITIS-A VACCINE AT NO COST TO ADULTS  
AND CHILDREN WITH NO APPOINTMENTS  
NECESSARY**

Submitted by James Bradford, Chief Operating Officer

**Clinic locations:**

**Clearwater Health**

**Department**

**310 N. Myrtle Ave.**

**Clearwater, FL 33755**

**727-469-5800**

**Tarpon Springs Health**

**Department**

**301 S. Disston Ave.**

**Tarpon Springs, FL 34689**

**727-942-5457**

**Mid-County Health**

**Department**

**8751 Ulmerton Rd.**

**Largo, FL 33771**

**727-524-4410**

**St. Petersburg Health**

**Department**

**205 Dr. Martin Luther King**

**Jr. St. N.**

**St. Petersburg, FL 33701**

**727-824-6900**

**Pinellas Park Health**

**Department**

**6350 76th Ave. N.**

**Pinellas Park, FL 33781**

**727-547-7780**

**DID YOU KNOW?**

1<sup>st</sup> shot offers 95%  
protections

2<sup>nd</sup> shot (six months  
later) offers 100%  
protection for life

# HEPATITIS A

## IS ON THE RISE IN TAMPA BAY

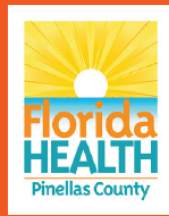
Most adults in Tampa Bay are  
**NOT vaccinated** against hepatitis A

## YOU CAN STOP THE SPREAD

Wash your hands



Get vaccinated



[www.PinellasHealth.com](http://www.PinellasHealth.com)

**HEP-A News:** You may have heard news that a recent outbreak of Hepatitis-A is on the rise in Pinellas County. It will be imperative that everyone arms themselves with facts and information to ensure YOU are taking proper precautions. Please visit [www.PinellasHealth.com](http://www.PinellasHealth.com) for more information about HEP-A.

**What is Hepatitis A?** A form of viral hepatitis that is contagious; mainly transmitted via food, drink or through other forms of ingestion causing fever and other types of illness; may impact the liver.

**How is HEP-A Spread?** Mainly by ingesting drink water or food that has been contaminated by someone with the virus, like a food preparer who has the virus on their hands. **BEWARE** of all shared bathroom/restroom surfaces and door handles. Keep your hands clean!

**How is HEP-A not Directly Spread?** Not spread through simple touching unless your hands become contaminated from touching contaminated surfaces, objects or people and then those same hands touch the food you eat and/or your mouth directly which may cause inadvertent ingestion. That's why it's imperative to keep your hands clean!

**What are HEP-A Symptoms?** Can include fever, loss of appetite, dark urine, yellow-tinged skin or eyes, fatigue and gastric issues.

**What YOU Can Do?** Practice excellent hygiene and a lot of handwashing. Perhaps carry hand sanitizer with you on the bus whenever possible. Also see your doctor about getting a Hep-A vaccination!



# What You Need To Know About HEPATITIS A

## HOW IT'S SPREAD :

- Close contact with a person who has hepatitis A
- Eating food or drinking something contaminated with hepatitis A
- Touching a surface contaminated with hepatitis A
- Oral to anal, finger to anal or object to anal sexual contact with an infected partner

Hepatitis A is a virus that can harm your liver. It is passed through the feces of an infected person.



## SYMPTOMS:

- Fever
- Feeling tired
- Stomach pain
- Nausea and vomiting
- Diarrhea
- Dark urine
- Gray-colored stool
- Yellowing of skin or eyes

If you think you may have hepatitis A, contact your doctor immediately.

## HIGH-RISK GROUPS:

- Those who use drugs
- Those currently homeless or couch-surfing
- Men who have sex with men
- Those recently in jail or prison
- Travelers to countries where hepatitis A is common



## PREVENTION:

### GET VACCINATED

The Florida Department of Health in Pinellas County and most clinics offer the two-dose hepatitis A vaccine. Visit [PinellasHealth.com](http://PinellasHealth.com) or call 727-824-6932 for more info.

### WASH YOUR HANDS

Use soap and water to wash hands after using the bathroom, changing a diaper and before eating or preparing food.



### Florida Department of Health in Pinellas County Locations:

**Clearwater**  
310 N. Myrtle Ave.  
Clearwater, FL 33755

**Mid-County**  
8751 Ulmerton Rd.  
Largo, FL 33771

**Pinellas Park**  
6350 76th Ave. N.  
Pinellas Park, FL 33781

**St. Petersburg**  
205 Dr. MLK Jr. St. N.  
St. Petersburg, FL 33701

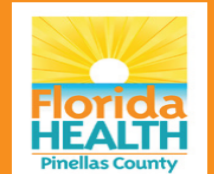
**Tarpon Springs**  
301 S. Disston Ave.  
Tarpon Springs, FL 34689

Wash your hands!



## STOP THE SPREAD OF HEPATITIS A

You can get hepatitis A from food, drinks or objects contaminated by small amounts of poop from an infected person.



Wash your hands often.  
Get vaccinated.



**PSTA HOSTED A RIBBON CUTTING FOR A DEDICATED PARKING SPACE FOR OUR BUS OPERATOR WITH THE MOST SENIORITY. CONGRATULATIONS KAREN O'HARA!**





# Way to GO!

TO: Donald King, Bus Operator

FROM: Jeffrey Thompson, Director of Transportation

DATE: May 9, 2019

SUBJECT: Commendation

On May 9, 2019, a bystander shared a delightful story concerning your actions towards a senior citizen heading to a bus stop.

The bystander noticed your kindness when you got off your Trolley and helped the senior citizen get safely to one of PSTA's bus stops.

Your actions went above and beyond and truly represented PSTA and yourself very positively.

Thanks for taking the time and putting forth the effort to help our customers. What you did was truly AWESOME!



**COMMENDATIONS FOR  
EXCELLENT PRE-TRIPS  
DURING TSA/DOHS  
EXERCISE**

**BUS OPERATORS:**

GABRIEL JACKSON

GREG RANDLE

JOE VIEIRA

KIM GROOMS

NATALIE WRIGHT

TERRY WHITE

WAYNE LUECKE

THOMAS WALDO

DONALD SCOTT

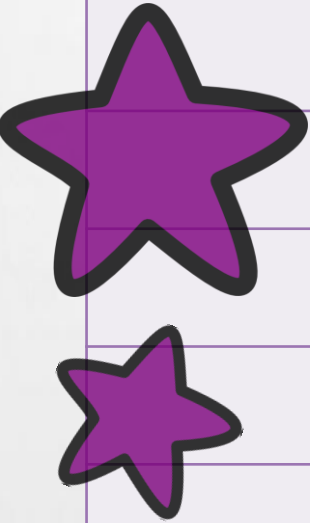
RICHARD GAYLARD

TAB WARD

GEORGE LENTINI

RHONDA KEY

MELISSA MURRAY





# SAFE DRIVER AWARDS

APRIL 2019



OPERATOR NAME	DATE EARNED	NUMBER OF YEARS AWARDED	TYPE OF AWARD
Joe Key	4/1/2019	17	Pin
Alcus L Snell	4/27/2019	15	Pin, Certificate, Shoulder Patch
Faysal Monzer	4/3/2019	13	Pin
Zelda Robinson	4/3/2019	12	Pin
Alonzo Jennings	4/16/2019	12	Pin
John K Gough	4/30/2019	10	Pin, Certificate, Shoulder Patch
Miguel A Linares	4/10/2019	9	Pin
Angela Trigg	4/16/2019	8	Pin
Bridgette Mitchell	4/3/2019	8	Pin
Ashia Holmes	4/16/2019	7	Pin
Evidier San Jorge	4/1/2019	3	Pin
Salim Chenna	4/4/2019	3	Pin
Derrick Pennywell	4/4/2019	3	Pin
John Mooney	4/25/2019	2	Pin
Walter Pat B Gilmer	4/28/2019	2	Pin
James Tenney	4/4/2019	2	Pin





# A NEW BUS OPERATOR CLASS HAS STARTED!





# LETTER FROM A PSTA CUSTOMER

Submitted by Kimberly Leggett, Mobility Analyst



WOW!

Dear Sir/MADAM:

I wish to start off by commending P.S.T.A., your staff, AND ALL of the Employees for the extremely valuable public service provided by the TD Program. Unfortunately, several years back, I developed macular degeneration of the eyes, which prevents me from driving, not that I could afford to maintain a car, which many years ago I had to sell. This leaves public transportation as my only alternative. On another note, I often chastize my fellow riders when they criticize PSTA for late buses. I inform them that drivers do their utmost to remain on schedule, but due to accidents, detours, weather conditions, extra time to accommodate wheelchair riders ect., this is not always possible. In my opinion, your buses have a 99%+ on time record. I have lived in New York City, Philadelphia, AND Miami, and their efficiency cannot hold a CANNOT hold a candle to the PSTA transportation system. IN ADDITION to the drivers, the employees behind the scene, Supervisors, AND office staff, also mechanics ARE to be commended for keeping PSTA a well oiled machine.

CONTINUED...



One thing that is unheard off in other cities is the Number of Days that PSTA offers free transit: On Earth day, during hurricane EVACUATIONS, Going to the poles on Election day, for college students at St. Pete colleges, to Veterans on Veterans day, AND PSTA Even offered Free transit to the furloughed Federal Employees during the Government shutdown. This doesn't go unnoticed to the residents of Pinellas County. PSTA Even provides Extended late hours on New Years Eve to make sure the revelers Get home safely. AGAIN, PSTA is A WELL-ORGANIZED, EFFICIENT operation. I wish PSTA AND ALL of its employees, many, many years of success in the future. Thank you for your time in reading this testimonial.

God Bless! THANK YOU P.S.T.A.

Sincerely,  
Robert E. Bromikey  
Robert E. Bromikey

P.S.: Please feel free to share this letter with ALL of the fine organizations (Government AND Private) who Provide Grants to PSTA.

WOO HOO GOOD JOB

KEEP UP THE GOOD WORK





Risk Department & Safety Security and Training are glad to announce our educational campaign

**“The Eyes of the City”**

**See something, Say something**

## **PSTA AGAINST HUMAN TRAFFICKING INITIATIVE**

Human trafficking is something we don't always think about in the context of transportation issues. We may not think that human trafficking is happening around us, but is the truth! It's happening in cities and small communities all across America. It is a Global problem.

Our educational campaign has been designed to create awareness. Knowing what to look for and how to respond is essential with the appropriate employee training. We are a very important part of this fight against crime. Our participation will be an important piece of the transportation industry's efforts to stop the flow of Human trafficking, as well as, to make sure PSTA continues providing quality service.

Look for our class calendar beginning May 16<sup>th</sup>, 2019.

Sincerely,  
Addy Rodriguez, M.A. B.A, ACA  
Risk Coordinator

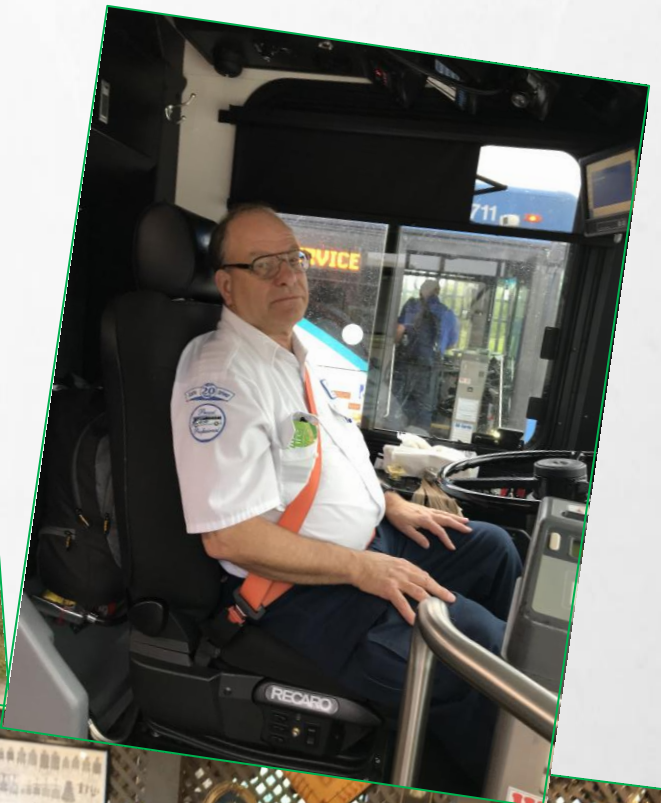


### **FACT:**

Human Trafficking is the fastest growing criminal industry in the world, 2nd only to the drug trade.



# THE LUNCH BUNCH!



A significant part of PSTA Friday Lunch is experiencing the system, identifying things we may be able to improve upon, and viewing transit from a ridership perspective.

This month, the group caught the Route 59 at the layby, then got off at Ulmerton Rd. and walked to Cracker Barrel.

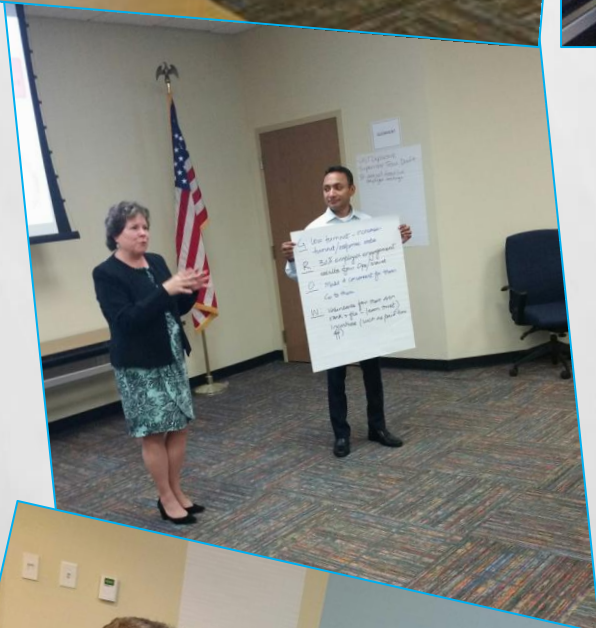
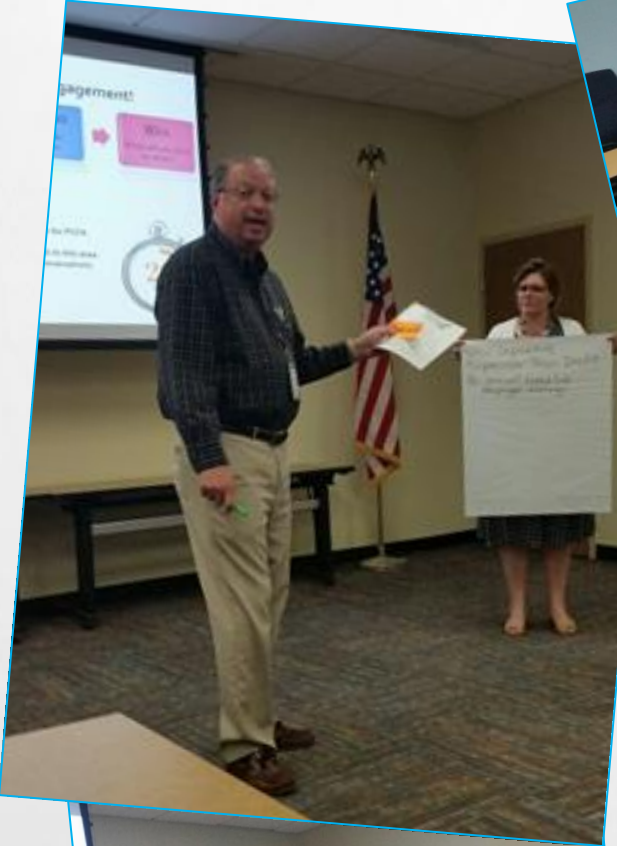
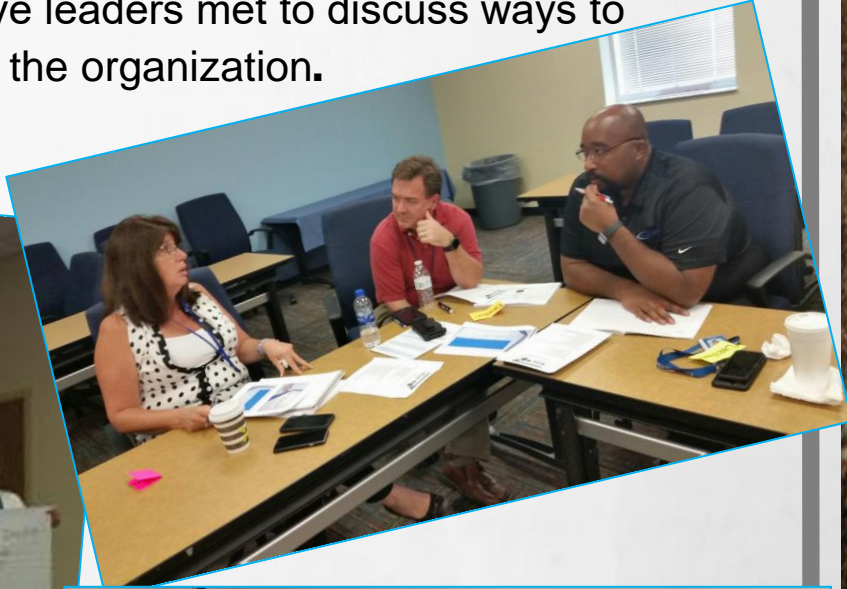
Special thanks to Bus Operator, Charles Briggs, for the safe, comfortable ride!

Submitted by Clare Lynch and Melissa Black, HR, and Michael Hetrick, Project Mgmt



# EMPLOYEE ENGAGEMENT STRATEGIC ACTION PLANNING

Based on feedback from your employee surveys and focus groups, PSTA's executive leaders met to discuss ways to improve engagement in the organization.



# ENGAGEMENT TIMELINE

(what we have accomplished thus far)

**JULY:** Employee Surveys Administered

**AUGUST:** Survey Results Announced

**SEPTEMBER:** Management Action Planning Workshop 1, Scheduling Listening Session

**OCTOBER:** Management Action Planning Workshop 2, Launched Driving to Success Degree Achievement Program

**NOVEMBER:** Women In Operations Breakfast, Hand Sanitizer provided to bus operators, Foot padding provided for CSRs

**DECEMBER:** Launched Performance Innovation Teams, Annual Employee Holiday Breakfast, PSTA University Brochures

**JANUARY:** Employee Focus Groups, launched Leadership PSTA 2019

**FEBRUARY:** Launched Employee Newsletter, Launched PSTA University e-Learning Portal

**MARCH:** Bus Rodeo & Family Day Event, Transit Driver Appreciation Day, Focus Group Results Announced

**APRIL:** CUTR Transportation Supervisor Leadership Training, Internal Communications Survey

**MAY:** Management Action Planning Workshop 3, Public Service Recognition Week Ice Cream Social

**COMING IN JUNE:** AWESOME Bosses Bootcamp Manager Training

**Employee Surveys coming in July! Your voice matters!**

EMPLOYEE ENGAGEMENT

MAKE WORK  
*Awesome*



PSTA



# EMPLOYEE APPRECIATION ICE CREAM SOCIAL

In celebration of Public Service Recognition Week, PSTA hosted an ice cream social for employees. A fun time was had by all!

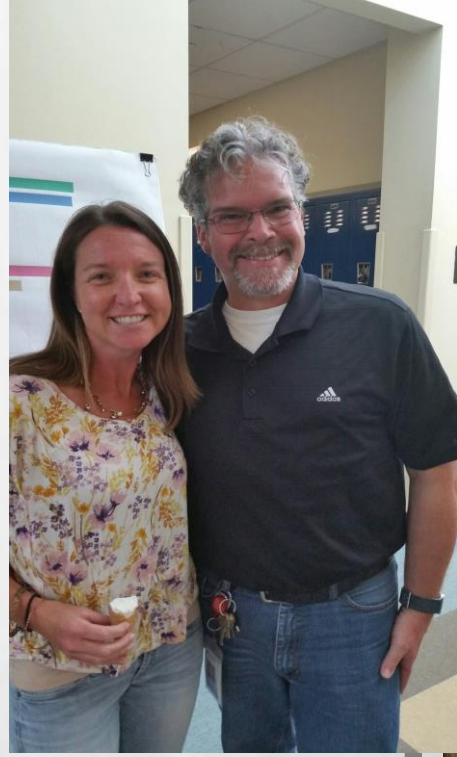


**WE ♥ OUR  
EMPLOYEES**

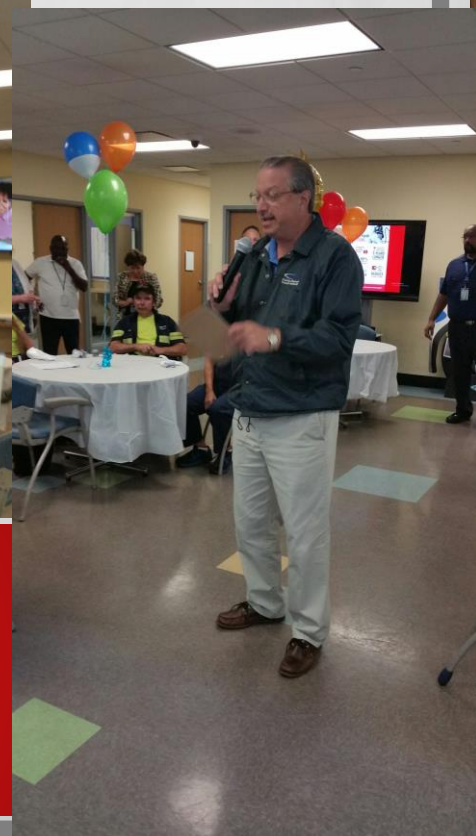




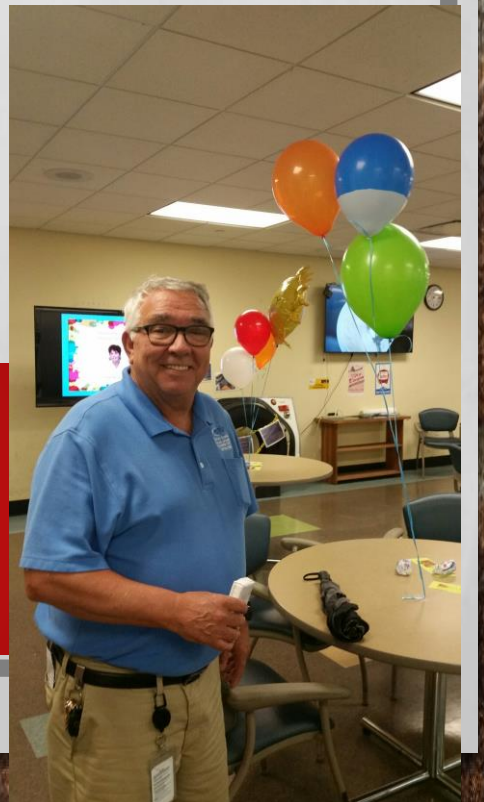
















## June 2019 Service Changes

Effective 6/2/2019

Route	Route/Service Change
5	Route 5 will run between Grand Central Station and Tyrone Square Mall, the eastern portion of the current Route 5 will be moved to the Route 9 (Scheduled times adjusted)
9	Route 9 will be extended to Grand Central Station along the path of Route 5 (Scheduled times adjusted)
11	Bus stop consolidation and reduce service to Crystal Lakes Manor (Scheduled times adjusted)
34	Bus stop consolidation
52	Extend all last trips to PSTA complex
Safety Harbor Connector	Eliminate 6:50am southbound and add 5:50pm southbound trip
Routes 4, 61, 65, 68, 76, 78, 79, and Looper Trolley will also have minor schedule changes.	

### ROUTE 5 AND ROUTE 9

- East Section of Route 5 was eliminated due to low ridership and to provide better service to the western section.
- Route 9 was extension to Grand Central Station will provide a one seat rider from Gateway to Grand Central Station.

### WHAT IS BUS STOP CONSOLIDATION?

Reducing the number of stops on a route to shorten travel times.

### WHAT DOES THIS CHANGE?

Buses will stop less, which helps get you to your destinations faster. It also helps buses stay on schedule. Less idle time will reduce noise, pollution and fuel use. Amenities (shelters, etc.) can be moved to higher ridership stops.

### WHAT DECIDES WHAT IS CONSOLIDATED?

The following is some of the qualities of a stop that were considered to determine if a stop was removed or kept:

- Proximity – the spacing between stops is within a 0.25 mile
- Ridership – the total people coming on and off the stop is less than nearby or other route stops
- Transfer Points – the stops that allowed for route transfers
- Point of Interest – the stops that are nearby parks, shopping, apartments, future development, etc.



**If you have any questions  
contact us.**

**Juan Luvian :**  
**[jluvian@psta.net](mailto:jluvian@psta.net)**

**Nicole Dufva:**  
**[ndufva@psta.net](mailto:ndufva@psta.net)**

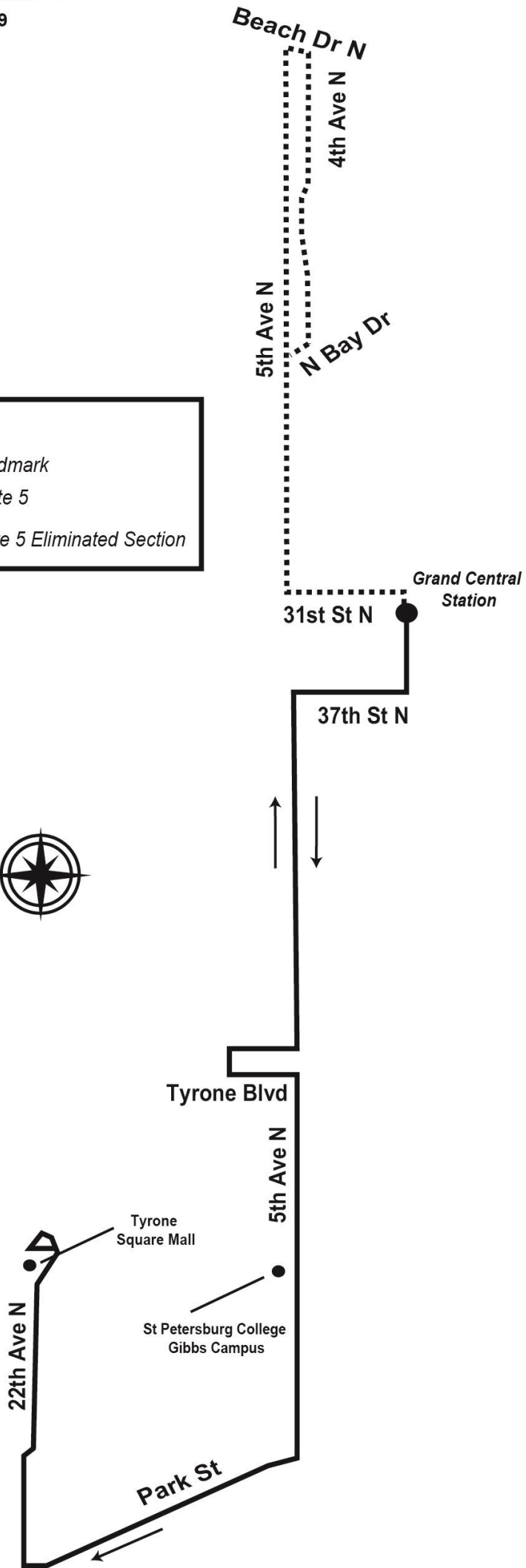


# New Route 5

Effective 6/2/2019

**Legend**

- Landmark
- Route 5
- ⋯ Route 5 Eliminated Section



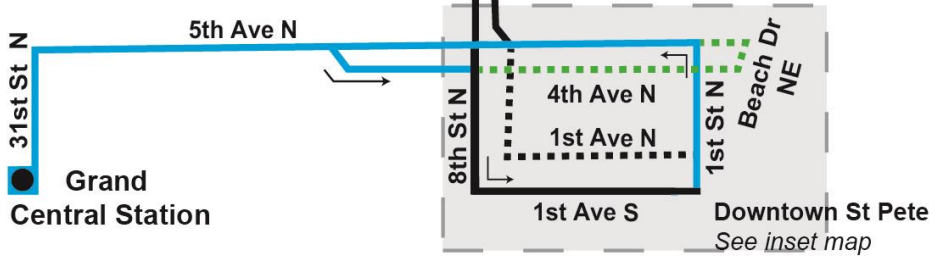
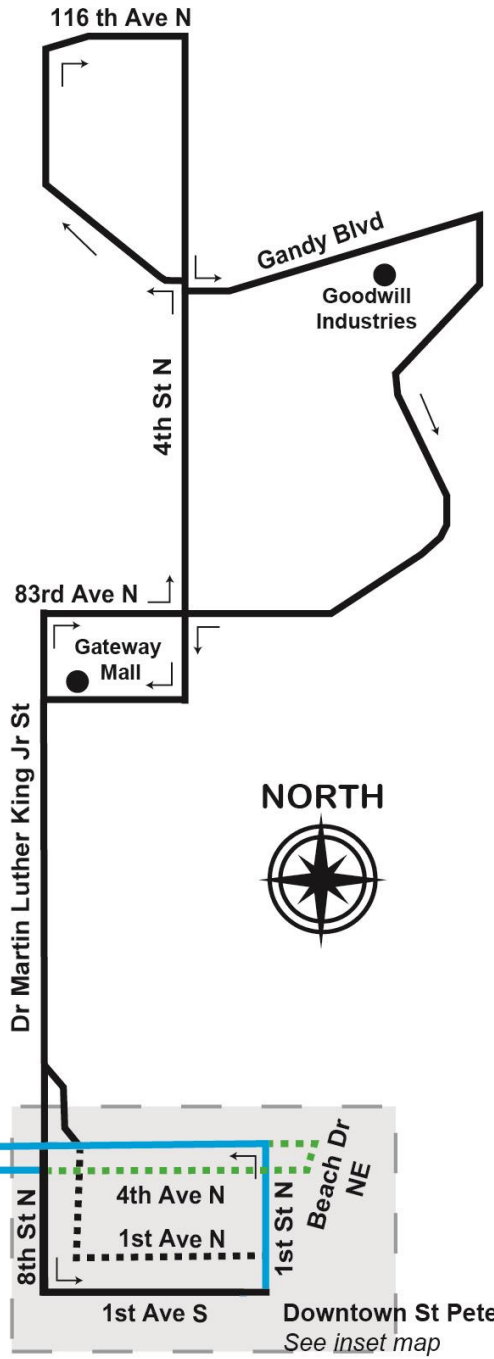
Drafted 5/8/2019

# New Route 9

Effective 6/2/2019

**Legend**

- Landmark
- New Stop Served by Route 9
- New Section
- Route 9
- Route 5 Eliminated Section
- Route 9 Eliminated Section



## Downtown St Pete



Drafted 5/9/19



# Oldies

2004



**Would you love to share one of your photos in the newsletter?**

Please contact Tamika White, 540-1850 or [twhite@psta.net](mailto:twhite@psta.net).



*Call for Newsletter Submissions...*



*Please send us your stories!!!*

- Cool ideas for the newsletter? Please contact Tamika White, 540-1850 or [twhite@psta.net](mailto:twhite@psta.net).
- (Newsletter Committee members include: Juan Luvian, Nicole Dufva, and Shelbie Harris.)





