



PINELLAS SUNCOAST TRANSIT AUTHORITY
3201 SCHERER DRIVE, ST. PETERSBURG, FL 33716
PSTA.NET 727.540.1800 FAX 727.540.1913

PLANNING COMMITTEE MINUTES
MARCH 23, 2022

Committee Chairperson Shulman called the March 23, 2022 Planning Committee meeting to order at 10:30 a.m. Members present: Josh Shulman, Vince Cocks, David Allbritton, Rene Flowers, Deborah Figgs-Sanders. Members absent: Michael Fridovich. Also present: Representatives from United Taxi, First Transit, Spare Labs, UZURV, and Lyft; Brad Miller, CEO; PSTA staff members; and members of the public.

Public Comments:

Ms. Barbara McSherry from Clearwater, talked about her overall dissatisfaction with the PSTA Access program. She stated she has missed appointments and was left waiting for hours.

[Ms. Flowers arrived at 10:35 a.m.]

Ms. Delois Young from Clearwater, also mentioned long wait times, missed appointments, and poor customer service with the PSTA Access program. She distributed feedback cards filled out by riders outlining issues they are having with the service.

Action Items:

Approve February 18, 2022 Planning Committee Minutes – Mr. Cocks made a motion, seconded by Mr. Allbritton, to approve the minutes. The motion passed unanimously.

Information Items:

PSTA Access Roundtable – Bonnie Epstein, Director of Mobility Services, moderated a panel of PSTA Access service partners to provide an update on the Spare software and operational actions taken to improve the ongoing complaints since the launch of the program.

Mr. Miller informed the committee that over the last few months, there has been an increase in complaints and issues raised by PSTA Access customers. Mr. Cocks recommended a roundtable discussion be held to rectify the ongoing problems of the current system.

The providers gave an update to the Committee of current plans to create the software and fix the service issues. Most of the participants targeted a three-to-six-month timeline to achieve this objective.

Committee members agreed that the current situation is unacceptable and needs an overhaul sooner than six months. Ms. Epstein assured the committee that all partners will focus their efforts on fixing the problems as soon as possible.

Other Business:

No other business was discussed.

Adjournment:

The meeting was adjourned at 12:15 p.m. The next meeting is scheduled for April 20th at 10:30 a.m.