



**PSTA Update**  
*Pinellas County Commission*  
*December 11, 2023*

**Pinellas Suncoast Transit Authority**

# We're The Best Of The Best!

**PSTA Named Most Outstanding Public Transportation System in the Nation.**

*Agency wins top honor for the first time in its 39-year history.*

★ 2023 ★

APTA

**TRANSIT SYSTEM OF THE YEAR**

PSTA



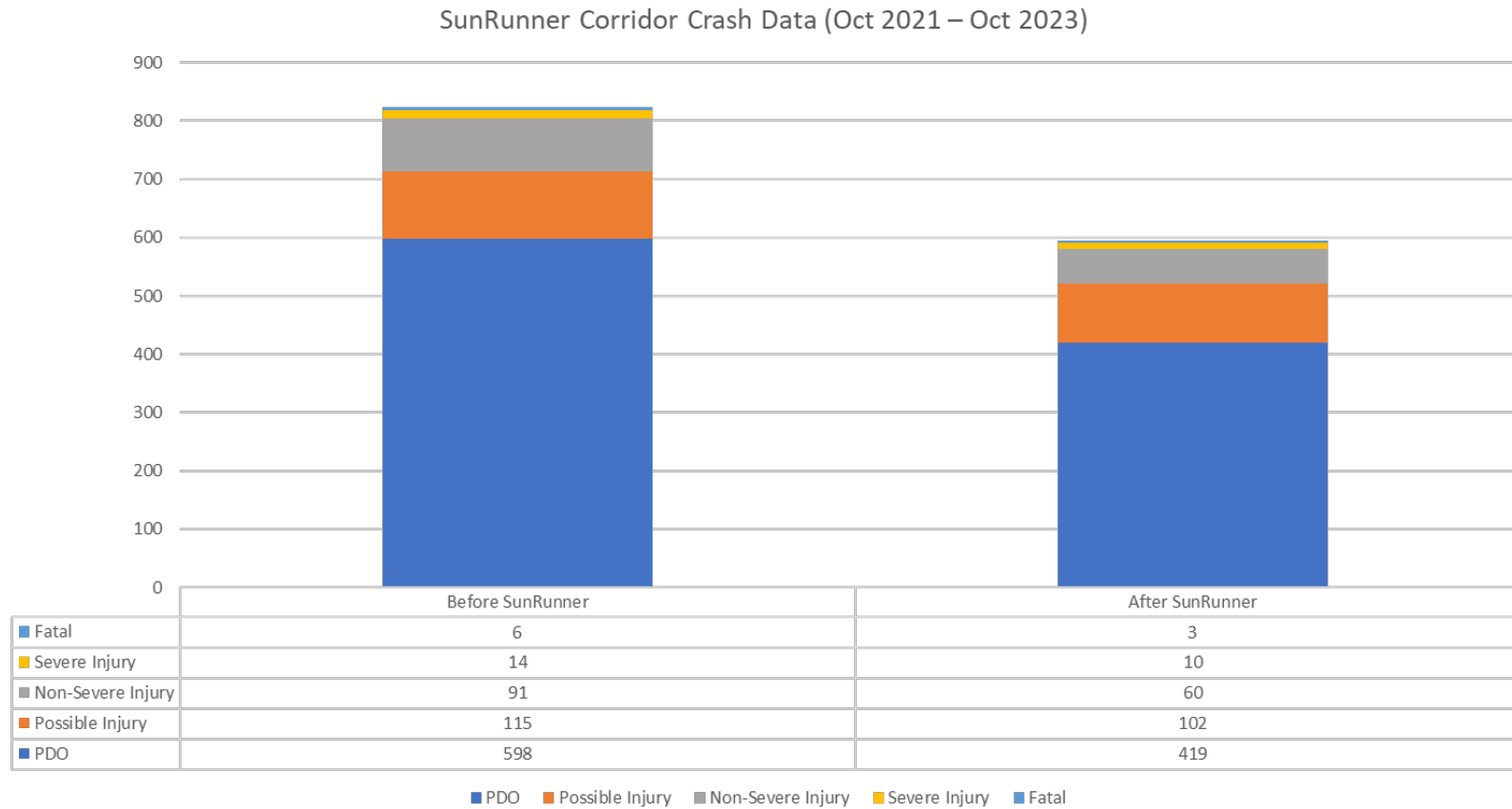


**TO THE BEACH**



# Safety

- Traffic speeds are not down but crashes are.



# New Veterans Fare Free Program



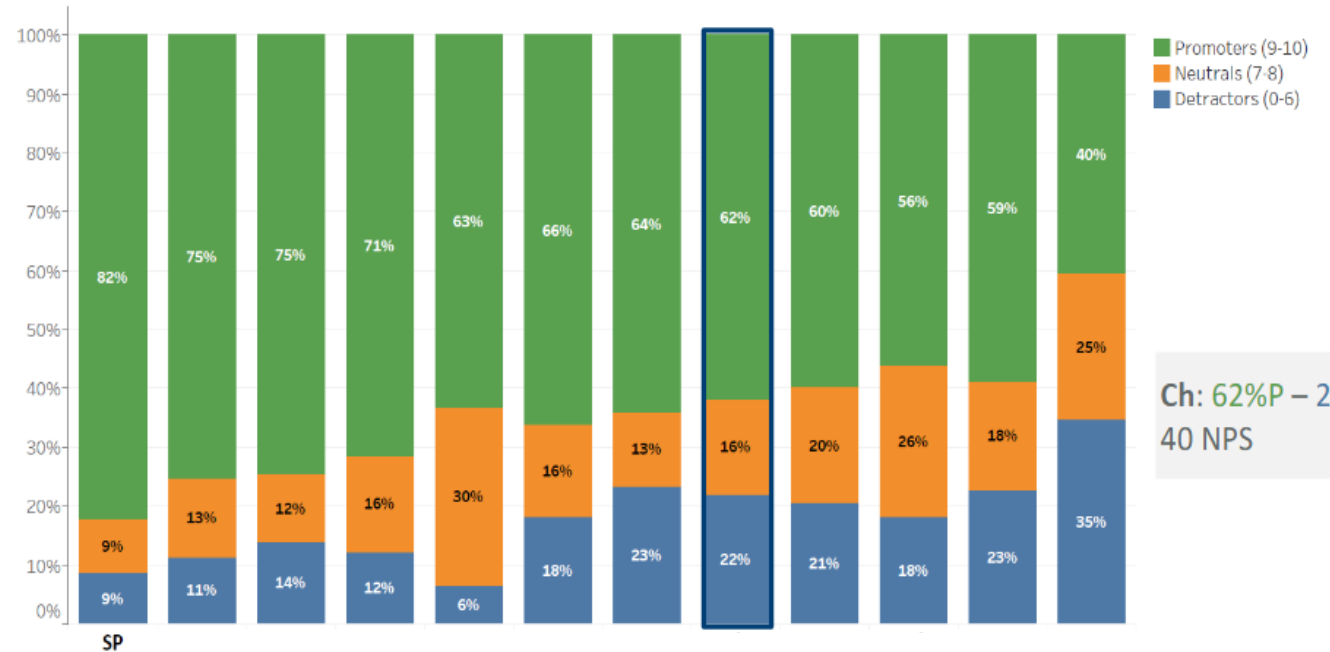
# Zero Emission Electric Fleet Conversion (Partial)



# Innovations in Access

- Ridership Up to All Time High
- Customer Satisfaction highest ever and highest in ABBG
- On Time Performance Up
- Complaints Down
- Real Time Text Messaging & Customer App Implemented
- PSTA Most Privatized Public System in FL
- New On-Demand Route in Safety Harbor

Distribution of 'Recommend to a Friend' (All)



# Thank You

