

Carpenter, Katherine

From: Quintana, Vanessa
Sent: Tuesday, October 20, 2020 1:35 PM
To: Comments, BCC Agenda
Subject: FW: Online Customer Service Contact Us Form Result #19096329

From: noreply@fs30.formsite.com <noreply@fs30.formsite.com>
Sent: Tuesday, October 20, 2020 8:05 AM
To: Public, AF <publicaf@co.pinellas.fl.us>
Subject: Online Customer Service Contact Us Form Result #19096329

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This information is a result of a Pinellas County Online Customer Service form submission from the Pinellas County web site.

Direction of Inquiry Report a Problem

Subject Direct Connect PSTA

Message PSTA is messed up. But you already know that. If I could help I would. A solution goes a long way to validate a complaint. Number one is that UBER uses PSTA and makes direct connect promises and then blocks it from access to users like me who have lost their financial wellbeing. I am rebuilding and need a ride to my new job (today my second day) at Sam Gibbons Federal Courthouse in Tampa from my Clearwater home. I have cardiovascular disease and walking is tough. I walked three miles to the bus today at my new job after having my car repossessed. I spend three hours getting to Tampa and three and a half hours to get home. If the bus system was user friendly it would be less time. I am reaching out to let you know I will address my US Senator, Congressman and State representatives to begin making this system better. The PSTA culture sucks because it carts poor people around. More shall be done to get bus service running for everyone involved.

Your Name Thomas A. Nervina

Your Street Address 2066 Druid Park Dr. N.

City/Unincorporated County Clearwater

Zip Code 33764

Your Phone Number 7276877816

Your Email Address tanervina@gmail.com

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