



TO: Planning & Stakeholder Relations Committee  
Jessica Walls-Lavelle  
Ann M. Ogoreuc  
Stephanie Turman

FROM: John L. Tague, Jr., Committee Chair

DATE: January 14, 2020

SUBJECT: Planning & Stakeholder Relations Committee Meeting January 17, 2020

The next meeting of the Planning & Stakeholder Relations Committee is scheduled for Friday, January 17, 2020 at 8:30 a.m. in the fifth floor Board Room at Port Authority's offices. The preliminary agenda for the meeting will be as follows:

1. Approval of minutes of the November 14, 2019 Planning & Stakeholder Relations Committee
2. Agency Tactical Plan Update – Customer and Stakeholder Engagement (J. Ritchie)
3. Agency Tactical Plan Update – Employee Engagement (I. Colon)
4. General Planning Update – (D. Huffaker)
5. Community Outreach (J. Ritchie)
6. Adjournment

cc: Other Port Authority Board Members

## Planning and Stakeholder Relations Committee

### Minutes

November 14, 2019

The meeting was called to order at 8:30 am in Port Authority's Neal H. Holmes Board Room at 345 Sixth Avenue, Fifth Floor, Pittsburgh, with the following in attendance:

#### Board Committee Members

John Tague, Jr., Chairman

Jessica Walls-Lavelle – via Conference Call

Ann Ogoreuc

Stephanie Turman

#### Board Members and Solicitor

#### Opening Remarks

Mr. Tague, Committee Chair, opened the meeting and welcomed those in attendance.

#### Approval of Minutes from the October 17, 2019 Planning and Stakeholder Relations Committee Meeting

Mr. Tague asked Committee members if there were any corrections to the minutes. There were none and members approved the minutes.

#### Annual Service Report Presentation (David Huffaker, & Phillip St. Pierre)

Mr. St. Pierre presented the Addendum to the 2018 Annual Service Report. Last month we brought 2019 Annual Service Standards to the committee and it was approved by the board last month. So utilizing this document for the standards we were able to evaluate our service requests from last year and years before and develop a list of rankings of those service requests. They are outlined in this document and this document will drive what we plan to implement in FY20 for March 2020 and I will give you a briefing of what those changes are. We are also identifying the request in here and what we would like to take out to the public outreach. As part of the timeline for the annual service standards in November the annual service report will be released. This Addendum helps put us right on the path of that timeline so everything next year will be released in November. We will do public outreach between the months of January and April. For right now everything is coming together and we are right on that timeline so we can get these projects into the budget for next year.

First like to start off briefing some of the major changes that are outlined in this addendum that we plan to implement in March 2020. We are going to add

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Saturday service to route 60. The route 67 currently has two different routings for weekday and weekends. The weekday routing goes out to CCAC Boyce and the weekend routing does not. We are going to standardize that routing so all seven days of the week 67 will operate and go to CCAC Boyce. The route 68 and P68 another route where we have different weekday and weekend routing the P68 operates during the weekday uses the busway to get to downtown and the 68 does not. So we are going to convert the weekend 68 to the P68 and it will utilize the busway on the weekend. We are going to add Sunday service on the route 53 and we are also going to implement weekend service on the route 2 but it will be a shorter variance for Saturday and Sunday to operate downtown to Millvale. In addition to our major service changes we are looking to implement minor service changes that necessarily aren't part of the annual service report process. This goes through the service development process. We receive requests and are classified as major or minor and this is the minor request that we have received. The 28X due to CAP project there is a long term two year detour that is in place we are going to make that permanent in March. Once the CAP project is over we will return to previous routing. The route 38, there are three different variance of the 38 there is the M, C and the G. We are looking to take the M variant and it serves Mt. Lebanon to Downtown we are going to modify the route so that it serves Ridgemont, it will stay on Greentree Road over the West End and serve Ridgemont. According to our equity index Ridgemont is the only City of Pittsburgh neighborhood that is not within our walk shed by implementing this with our variant the 38M Ridgemont will now be within the walk shed of our transit service. We will have every neighborhood in the City of Pittsburgh covered within our walk shed. The 012 McKnight Flyer we are looking to implement with our reverse am and pm trips to service CCAC North. So in the am the Flyer will use Babcock Road to Perry Highway going Northbound in the am to provide service to CCAC North, will go to McKinley park n ride proceed south to the current routing of the 012 and reverse in the PM peak it will provide service down Perry Highway over Babcock to McKnight and provide commuter service from CCAC North.

The next routes of bus stop consolidation we announced last month that the route 48 and route 88 will be next on our list for bus stop consolidation. There are some stats route 48 Arlington current per average stop spacing is 537 feet and route 88 the current average bus stop spacing is 655 feet. These are two of our 59 routes that do not meet our bus stop spacing guidelines per our transit service standards. Our standards for the bus stop spacing they are more conservative than compared to the national standards. The national standards typically are four stops within a mile (1/4 mile) and our standard for the high population density is 1/6 per mile (six stops).

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Another change that we are looking to make is convert the Blue Line Library to the Silver Line, so it is really just rebranding its own designated color. In the schedule committees each of our division that are comprised of ATU Leadership this is one suggestion that they brought to the table of having an distinct color designation for the Blue Line Library.

We have been working with the Waterfront Management in Homestead where we have a layover location behind some of the store fronts over there. We have been working with them about getting lines painted and a really nice layover location. As part of those discussions with management they requested that we look at a different circulation so that buses do not transit in front of the store front. In addition to discussions we have been talking about how we can get nice shelters at the locations, we are going to make a minor modification to the routing so that the buses will not go in front of the store front but we are going to have concrete there for two nice shelters by the Giant Eagle.

### Agency Tactical Plan Updates (Pete Schenk)

Mr. Schenk explained that last month Mr. Huffaker did a short presentation on the customer service improvements and Mr. Cetra did an update on the Improvements to the safety plan so this is the third item as part of the tactical plan which is the financial sustainability. Going to look at a couple of the tentacles that make up Financial Sustainability Plan one focus which will be just a high level review of our policies and procedures. When Ms. Kelleman started with the Authority she wanted to flush out and add more codified financial policies and it will be up to the board's decision whether they want some of those to be board approved or as today we are doing kind of an administrative policy addendum on the operating budget reserve. In terms of the financial policies and procedures that we have looked at over the past 12 to 18 months in terms of a fare policy review. We do have an outside consultant Four Nines Technologies that is looking at the Authority's current fare policy which has been board approved and looking at versus other peer agencies. The fare consultant will actually be in the office tomorrow presenting to senior staff on a number of items in the next six to twelve months we would bring before the board for consideration in terms of a fare policy. From a debt policy the Authority doesn't have a codified debt policy and there is one that has been developed and reviewed by our financial advisor PFM and also by outside consultants at Eckert Seamans and the hope is now that we have the financial committee we would bring that before the financial committee the first quarter of next calendar year.

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In terms of the Operating and Capital Budget process this is more of a procedural review everyone in the department of financial planning has participated in The Government Finance Officers Association Webinar informational meetings to look at their best practices in terms of assembling Operating and Capital budgets and outreach initiatives in ways we can improve the process internally with directors and managers. In January we are going to do some training for new Directors and Managers and retraining for current ones to review the tools that are out there when it comes time to putting in request for both Operating and Capital projects.

We drafted an enhanced Operating budget reserve policy taken up at the next meeting for the finance committee. An investment policy that is complete would come up as one of the items for the first quarter of next year and be brought up at the next finance committee.

Looking at increasing revenue sources developing new revenue screens the same fare consultant coming in on Friday is reviewing the U-pass program from both participation to as a way to review the u-pass. This is the program currently where University of Pitt, CMU and Chatham students ride at a \$1.25 per tap. So there going to look at from both of participation standpoint and also a fare level standpoint. The State brought up possibly advertising on Access vehicles there has been a review with the team at Access, Karen Hoesch and Kathy Williams including the Authority's internal personnel and it was deemed to be infeasible in terms of there was a lot of customer angst having advertising on access vehicles possibly be confusing with users of the service.

Mr. Ritchie's group was exploring various naming rights opportunities so that continues and we also looked at paid parking concepts which we will get into more detail and bring this before the board and there is a number of hurdles which one is we do not own a large majority of the lots we have people parking in.

Performance Productivity Reporting framework and the PennDOT performance review shared with you. We just went through a mid-term PennDOT performance review three to four months ago were PennDOT sent in the same consultants that were in for the initial review so they updated us on with some more current financial data as to where we stand. There is also as part of that report where a number of action plan items and all of those action plan items have been addressed so we fully expect that PennDOT consulting team will be back within the next 18 to 24 months.

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The work order system we continue to do testing on with the finance team and there is ongoing testing with the Operations team. In terms of this tactical plan once in December we are going to have an internal tactical plan combination and the teams that have been assembled to go over these items and items that were presented last week and items presented in the following meetings. The ones that are still remaining the transition is part of the strategic plan. We are having a strategic plan consultant coming in help us with the strategic plan initiative plan. There is also a long term financial plan will be developed off of the long term service plan. We have a five year financial plan and once we determine where we want to go with our service plan stand point and we will build the financial plan off of it.

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**Questions by Board Members**

1. Mr. Tague asked where the bus stops at Target or Giant Eagle are they not going to stop there anymore. I have some concerns about doing that, there is a far walk from one end to the other. Have you had public outreach meetings yet on this subject matter.
  - a. Mr. St. Pierre said no we have not had our public outreach meetings yet but we would like to keep a good working relationship with Homestead management.
2. Ms. Ogoreuc asked for a map where the relocations of the bus stops in Homestead.
  - a. Mr. St. Pierre said yes he will send the board committee those maps
3. Ms. Ogoreuc asked how many peak hour trips will the 012 McKnight have during the weekend hours
  - a. Mr. St. Pierre said it is a hand full I will get back to you on the actual data
4. Mr. Tague said it is very important and he is happy that the Authority transit routes are going to Community College and how affective will it be for the students.
  - a. Mr. St. Pierre said as we make the trips more productive to the service location it definitely gets us more data to show we need to add more service to the 012.
5. Ms. Turman asked Mr. St. Pierre what is his public outreach strategy and the target groups and can we get that plan in writing.
  - a. Mr. Huffaker answered I will refer this to Mr. Ritchie
  - b. Mr. Ritchie discussed we will be doing something a little more aggressive in the coming year and it is going to start in January. So I think in the months of January – March going to see as I describe as something as a County wide tour. We will end up going to six to ten different locations in the city and county. We are going to bring more than one concept out publically instead of having a meeting on just one topic we are going to have a meeting to focus on our long range planning and it is also going to focus on our mobile technology and the uses we are trying to implement for customer benefit. We are

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also going to focus on fare structure review, which is also a project that is on-going. Mr. Ritchie said yes we can get the plan in writing.