

**Planning and Stakeholder Relations Committee  
Minutes  
July 19, 2018**

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  
Ann M. Ogoreuc  
Stephanie Turman  
Robert Kania

Board Members and Solicitor

Michelle Zmijanac  
Joel Lennen

**1. Opening Remarks**

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

**2. Approval of Minutes from the June 21, 2018 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.

**3. Voice of Customer Survey Presentation (Mark Aesch, Transpro)**

- Mr. Ritchie introduced Mr. Mark Aesch from Transpro who provided an overview of a Voice of Customer survey. Mr. Aesch's firm has completed the first round of the surveys.
- Mr. Aesch explained the results from the survey and a PowerPoint presentation displayed the key findings.
- TransPro's findings for bus service included:
  - Port Authority's Net Promoter Score (NPS) for Fixed Route Bus is above the industry average at 45%.
  - On-Time Performance and Fares are the most important elements of service to Fixed Route Bus customers.
  - Customers are most satisfied with the bus getting them to their destination is a reasonable amount of time (86%) and customer service representatives answering calls promptly (86%).
  - Customers are least satisfied with bus cleanliness (49%) and seating availability/space on the bus (59%).
- TransPro's findings for light rail service included:
  - Port Authority's Net Promoter Score (NPS) for Light Rail is above the industry average at 51%.
  - On-Time Performance is the most important element of service to Light Rail customers, followed by Fares and Travel Time.

**Planning and Stakeholder Relations Committee  
Minutes  
June 20, 2018**

- Customers are most satisfied with the light rail getting them to their destination is a reasonable amount of time (90%) and light rail lines being conveniently located for them (90%).
- Customers are least satisfied with vehicle cleanliness (54%) and the cost of fares (62%).

**Questions from committee, board members and others**

1. Ms. Ogoreuc asked how often will TransPro conduct the survey?
  - a. Ms. Kelleman answered twice a year. This survey is now our baseline to support communications. We need to make sure we budget appropriately to conduct this research going forward. This PowerPoint presentation is open to the public and it will be uploaded onto the Authority's website.
2. Mr. Tague asked how long ago was this survey done?
  - a. Mr. Aesch answered five weeks ago.
3. Mr. Tague asked if TransPro captured any information on customers' attitude towards other customers. Sometimes buses are not clean due to customers leaving things on vehicles.
  - a. Mr. Aesch answered that the survey did not specifically address that.