

Planning and Stakeholder Relations Committee

Minutes

June 21, 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

Board Members and Solicitor

Michelle Zmijanac

Joel Lennen

Jennifer Liptak

Robert Vescio

1. Opening Remarks

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

2. Approval of Minutes from the May 17, 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. Authorization to Adopt FY2019 Operating and Capital Budgets (P. Schenk)

Mr. Schenk reviewed a Tactical Plan, which identifies organizational goals. This will address the next twelve months.

- **Goal: Deliver Excellent Customer Experience**
- **Goal: Develop a Financial Sustainability Plan**
- **Goal: Develop an Agency-Wide Safety Program**
- **Goal: Develop an Employee Engagement Program**
- **Goal: Improve Customer and Public Communications and better engage communities.**

Ms. Kelleman gave an update on the Light Rail Vehicle situation with the flooding that occurred overnight. Mr. Miller, COO, is out assessing damage on the Library Line now. At 2 a.m., things looked worse. There was a landslide and we had to close the Mt. Washington tunnel but crews were able to open the tunnel in time for the morning commute. There is good information on the website for our riders with updates. The Overbrook line lost ballast so we do have exposed rail that will take around two weeks to repair but the bigger issue is on the Library Line. Our engineers are out assessing the damage. We were going to be graduating about 32 new operators tomorrow and we pulled all of them to drive shuttle buses along the rail lines.

4. New Service Center Opening (P. Schenk)

- Customer Service Center scheduled to open on June 25, 2018.

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- Official Grand Opening at a later date in summer.
- Improved Customer Service
- Access 24 hour TVM Machine
- One-stop shop for Customers to purchase products, get information or file a complaint
- New space will be work space for approximately 27 Customer Service employees and 7 Service Center employees

5. CTAA Conference Update

- Chairman, John Tague, Jr. discussed the conference, which was recently hosted in Pittsburgh.

Questions from committee, board members and others

1. Ms. Liptak asked if we were able to use existing items in the new Service Center to reduce cost.
 - a. Ms. Kelleman answered yes - we are recycling the old materials. Also, the previous customer service space is being restructured so that we can consolidate some of our departments.
2. Mr. Tague asked if we are going to paint the walls at the new Customer Service Center.
 - a) Mr. Schenk answered the walls are a new wallpaper with a design.
3. Mr. Walsh asked if there is going to be a new policy that allows operators to be early at a stop.
 - a) Ms. Kelleman answered we do encourage riders to get to a stop five minutes early. That is a six-minute window, one minute early/five minutes late
 - b) Mr. Ritchie answered that the Authority is not adopting a policy that allows operators to be early or late. Rather, the discussion is about how the Authority defines a vehicle that is early or late.
4. Mr. Robison asked if the 24-hour TVM machine will have cameras and/or other monitoring of that space.
 - a). Mr. Cetra answered there will be cameras and police monitoring.