

**Technology Committee
Minutes
November 14, 2019**

The meeting was called to order at 10:00 am in Port Authority's Neal H. Holmes Board Room at 345 Sixth Avenue, Fifth Floor, Pittsburgh, with the following in attendance:

Board Members:

Jeffrey Letwin
Representative Lori Mizgorski
Ann Orgoreuc

John Tague, Jr.
Michelle Zmijanac

Opening Remarks

Mr. Letwin opened the meeting and welcomed those in attendance.

Approval of Minutes from the September 19, 2019 Technology Committee Meeting

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

Resolution

- ❖ Authorization to Extend and Amend the Agreement to Provide Cloud-Based Hosting Services (Jeffrey Devlin, CIO), *Sole Source Agreement* – Passed

Presentation

- ❖ Jim Ritchie, Chief Communications Officer, gave a presentation on Customer Service Enhancements using Digital Technology.

Questions

- ❖ Are the "taps" being tracked on the kiosks? *Yes, currently we have the highest usage on our kiosks, of any agency.*