

**Planning and Stakeholder Relations Committee  
Minutes  
October 17, 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

Board Members and Solicitor

Joel Lennen

Michelle Zmijanac

Opening Remarks

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

Approval of Minutes from the September 19, 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.

Planning & Development updates (David Huffaker, & Phillip St. Pierre)

Mr. Huffaker provided updates on the Bus stop balancing project. We are continuing to accept public input. So far, we have received 150 comments.

The RFP is out for the Long Range Plan. We are accepting proposals and plan to bring a contract to the board committee the first quarter in 2020.

The Bus Rapid Transit project we are continuing to design for that project, we have a number of exciting initiatives on the website and we have updated the plans and drawings with project description and fresh material for people to review on Port Authority's website ([www.PortAuthority.org](http://www.PortAuthority.org)). We also kicked off a survey for customers and interested parties to review our stations and have input into our station plans and shelters designs, this has been out for a week and half. The Authority has received over 500 comments on the shelter design.

Agency Tactical Plan Update (David Huffaker & Mike Cetra)

Mr. Huffaker said Ms. Kelleman kicked off the tactical plan last year with a staff event in September 2018. This has been a wide range effort with all aspects of the Port Authority operation:

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- Mr. Huffaker is in charge of the Customer Experience Technical Area
- Mr. Cetra in charge – The Safety Program
- Mr. Schenk in charge - Financial Stability
- Ms. Colon in charge - The Employee Engagement
- Mr. Ritchie in charge - Customer and Stake Holder Engagement

You will be getting updates within the upcoming weeks and months. Next month, we will be doing a staff close out where we will review our progress, success, challenges and on-going work. In December, we will pivot to a Strategic Plan that will help us set some priorities for the next year. This effort will also support the Long Range Plan.

Mr. Huffaker explained that the Customer experience section was divided into a number of different sub-sections and committees or groups assigned to specific projects.

We have an IT Strategic Management Plan used to manage our technology initiatives, i.e. the mobile app, additional real time information available to customers and Bus Rapid Transit project.

We also have been working extensively with our Operations and maintenance team to creating additional maintenance programs such as Station and Stop upgrades and On-time performance. We just improved the Customer Service space downstairs and we introduced the chat function for customers to interact with our Customer Service Representatives on-line.

On-time performance - We have a wealth of data to give us input about how we are doing. Katharine put a very aggressive goal for us 73 percent of on-time performance and we are on the way to getting to that level. Bus on-time performance overall has been about 69 percent which is an improvement of where we were, but still lower than the 73 percent. We have improved each month.

We also have on-time performance charts broken down by route. We will have more information available on the website so in the next few months. Mr. St. Pierre and his team are working on the on-time performance and the run time of our routes. Supervisor monitoring the RAD (Computer assisted dispatch) and that is a tool that the supervisors that our out in the field can have real time visibility to not just the buses that are going passed them but they can see issues evolving in their area.

Mr. Cetra wanted to take a few moments and knowledge the Authority's Chief Safety Officer, Burt Jennings and Chief of Police Mathew Porter they are the committee chairs for the Safety Program Committee, which consisted of across divisional representatives from all of our different divisions working on the different objectives. Under the safety program goal we have four focus areas.

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- Safety Planning
- Safety Training
- Police Deployment
- Cyber Security

Those four areas focus on 12 objectives under the tactical plan. Some of those will carry over to the longer term strategic planning. Mr. Cetra is happy to report as of today we have completed the 12 objectives.

We are to converting from our system safety plan to the new public transit agency safety plan under the new federal safety rules. Under our security management plan we are working on a payment card industry compliance policy and procedure document and that is being handled by Mr. Devlin's group. We currently have a draft that is under review. Once that is finalized, it will be incorporated into the new plan.

#### Safety Training Programs

We have made a lot of progress over the last year on safety management systems which underlie the new federal safety agency safety plan rule as far as getting key personnel training. 31 manager's including our CEO and Senior Staff completed SMS on-line awareness training. We also provided a training module to our board earlier this year which was similar to, all based on an off line module the FTA has under safety program on their website.

We also coordinated under the FTA umbrella National Transportation Safety Institute, we hosted here in Pittsburgh back in June. SMS Principles for Transit Training Program that is a deep dive into SMS and that is for the front line safety personnel and managers that are going to have to carry this out every day in our agency. The was filled with 23 representatives from Operations, Maintenance and our Local 85 leadership. We are hoping to turn this into a yearly event. The last two areas under Safety Training are recognition programs for Operators, division safety and work place injuries. You have already seen some of this at the board meetings.

#### Police Deployment

We have implemented quarterly reports to our CEO and Senior Staff from the Chief of Police that cover crime statistics, man power, deployment of man power, areas of focus. We relaunched a fresh campaign for our "See Something Say Something". We have also done some personal safety awareness training internally including active shooter training. We receive regular reports from Chief on community policing efforts and various initiatives our police are working on. One of the things that has happened over the last several months is our police department is now part of community generated You and the Police pamphlet which is intended for individuals in the community to understand their rights when they are engaging with Police and Chief Porter has also implemented a quiz all of his officers have to take to show they understand the content of that material. This is an ongoing goal and initiative, expect to see more of this in long term strategic planning from Legal division. Installation of

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security cameras we have identified several key East Busway locations that had not had cameras, project was put out for bid early this year to proceed after board approval was issued in April. Locations are Negley and Rosalind are scheduled for implementation. All three cameras should be up and running by May 2020.

**Cyber Security**

We are still in progress a lot have rolled out over the last year from compliance portion of Mr. Devlin's IT group regarding notices and alerts from the cyber security tips for our employees. We are still working on some additional modules sending fake phishing emails and when you click on it you are directed to a module that says Oops you shouldn't have clicked on that. Updating our training on proper email security, data security, orientation for new hires and Mr. Devlin's group is making some updates to that training. This should be completed for tactical plan purposes in March 2020. PCI Compliance accomplished two initiatives we wanted to get done will be completed next year. We made upgrades to our S&B system (FareGo upgrade) for PCI Compliance related effort and we also implemented internally routine patching and network update schedules to all of our internal networks that run our system.

**Agency Safety Plan**

We currently operate under the prior expiring Federal rule which is you have to have a System Safety Program in place and we had for several years which includes a Safety Policy on how to identifying how your organization provides and ensure a safe work place and safe environment for patrons. Schedule and processes for internal safety audits completed to make sure you are doing what you say you are doing and how are you documenting this, accident safety procedures and emergency and hazard management. Under new rule which any public transit agency is that a Federal Transit agency falls under our State Safety rules as well. The SSPP is being replaced by the PTSP (Public Transit Safety Plan) this has to be in place under the new rules in July 2020 and this has to be board approved. This will be more data driven and identifying hazards and prevent them before they turn into an accident.

The four main components of the Safety Management System the PTSP:

- Safety Policy – how are you structured, starts with board members, CEO and Senior Management Team and then every employee we have in the field.
- Risk Management – Identify hazards
- Safety Promotion – Internal and External – one of our big promotions are “**See Tracks Think Train**”. When FTA was in earlier this month the Authority showed them our promotion and they were very happy.
- Safety Assurance – Auditing, quality assurance documenting on what you are saying what you are doing.

There is three phase process to get us to PTSP. The first phase was from January – June 2019, did full organization review of our PTSP, interviewed many of our key personnel, interviewed our labor leadership and interviewed our board chairman and we completed a gap analysis. Phase two was completed in September 2019, this is our

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SMS implementation plan (this is a multi-year plan). Phase three of this is to focus on plan completion itself as Mr. Jennings is currently working with our safety consultant and we received the initial draft of the PTSP, this will then be reviewed by Mr. Cetra, Senior Management and the Authority's CEO and then it will be sent to various divisions to get their comments. The goal being we want to be in position by January/February 2020 at the latest. We have to submit it to SSO for PennDOT for preliminary approval and once we addressed their comments our goal is to bring it back to the board in April 2020 for board consideration of adoption.

**Transit Service Standards:**

Mr. St. Pierre discussed the revision to the Transit Service Standards. Previously this document in 2017 was called the Transit Service Guidelines. We are moving away from the terminology "guidelines" for board adopted documents. The Authority is now calling it Transit Service Standards. The document still has three pillars: efficient, effective and equitable service. This document is updated every two years and it is board adopted. On an annual basis, based on what is in the service standards document the key performance indicators are on an annual basis are reviewed through the annual service report process. These two documents together will focus our Planning & Service Development efforts to improve those metrics and improving our service standards. One change to the document is the type of services that will be provided, in the past we had the route type called the key corridor route type. We removed that key corridor route type and we looked at the NACO (National Association of City Transportation Officials) standards they had a document that outlined different route types and we wanted to build our route type in this document based on these standards. There is four route types in the new document:

- **Rapid Network** — Any route that operates 75% or more on fixed guideways, which is the Light Rail System, routes that operate exclusively on the busway and future BRT
- **Commuter Network** — We changed from express network to commuter network, these are commute trips to and from major destinations such as Downtown, Oakland (Universities) and airport (28X) these routes are faster than local routing they have limited stops they use the highways, interstates and fixed guideway systems.
- **Local Network** — local and a coverage network these routes are very similar to each other they are non-fixed guideway or commuter routes so they operate locally in communities. The way that we're distinguish the two for our service level standards is the local routes do serve more than 1,000 or more weekday riders.
- **Coverage Network** — less than a 1,000 weekday riders. The Coverage routes are less than a 1,000 weekday riders and have higher frequency and larger span of service. Typically these local routes will operate in more high density areas.

Another change of this document is the revised timeline (page 22 of draft document). When we looked at the processes we have internally one of the things that

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really drives the process of the budget development. The budget is finalized and adopted in June. We worked on that timeline and worked our way backwards and worked our way forward on this timeline. We are also transitioning from a calendar year service report to a fiscal year service report which will be more in line with our NTV reporting process, this will be out in November. By November of next year we release the annual service report in conjunction with the annual service request then after that release of that document we will have four months of public outreach anywhere in April.

Ms. Kelleman added that both Mr. Huffaker and Mr. St. Pierre brought in focus of why we aren't going out for more meetings. If it is a small change we can announce it but if a route is changing enough that you need a new map or timetable where is that conversation going on. We need to be proactive on what we can spend and what drives that is how many rush hour buses do we have available, how many late night and how many weekend. Looking at hiring how many operators we can bring on board. Those are the constraints we should be starting with how we can deliver this service. We are designing service with our patrons and we get that chance to do it right.

Mr. St. Pierre stated that for the October board meeting we would like to recommend a resolution on the table to get this adopted by the full board. After it is adopted by the full board in November we would bring out recommended changes that we would like to accomplish in March 2020.

Mr. Tague asked Committee members for approval to take the Transit Service Standards to the full board and members approved.

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

1. Mr. Tague asked how that rank for the national goal of other transit agencies
  - a. Mr. Huffaker responded it is a little tricky to compare because by our definition more than five minutes late and one minute early could be different. Other agencies will use different standards, so it is difficult to compare that way. I could get you some peer and background information on that.
2. Mr. Tague asked is the RAD program because of detours happening with more real time they can provide information to reroute the bus.
  - a. Mr. Huffaker said yes some of that but we also have a beefed up group that is going to be working on detours to make sure we get that detour information into the tools that are available to the customer. Mr. St. Pierre and his team are working on that.
3. Ms. Zimmerman asks about the pamphlet how we are sure this gets to the community.

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- a. Chief Porter answered this gets generated through the community from the attendees on the Community Committee (Port Authority Police, Allegheny County Police and Citizens Review Board to name a few).
4. Ms. Zimmerman asked how are we communicating to riders if there is a detour, accident or any other delays
  - a. Mr. Pierre answered the company has to discuss how that information will be put out, such as through a mobile app for a smartphone or an email, etc.
5. Mr. Tague asked what makes the P68 an express bus, it mirrors the 68.
  - a. Mr. St. Pierre answered yes the P68 does mirror the 68 bus. Under the new standards that route would turn into a local route, it is not really an only commuter route. One thing we talk about turning the weekend portion of the 68 an adding the busway portion of it. Instead of having the separation of the P68.