

**Planning and Stakeholder Relations Committee  
Minutes  
February 20, 2020**

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

Joel Lennen

**Opening Remarks**

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

**Approval of Minutes from the January 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.

**Community Outreach Update (J. Ritchie)**

Mr. Ritchie explained brief update on the community outreach meetings that started a few weeks ago. We had four meetings to date we started off at with three sessions at the David L. Lawrence Convention Center Downtown. Since then, we have held meetings in East Liberty, Millville and last night we were in Monroeville. Overall the Authority is pleased with the turn out we have been getting and more so the array of comments and the feedback we have received. Each location seems to have their specific interests. There seems to be a lot of interest in fare policy and service issues. Monroeville asked what creative things Port Authority is going to think about to serve this community in the future. Attendance has been strong early on we had about 100 people at our downtown session and a little less at the East Liberty meeting. We anticipate lower attendance at the suburban sessions. We haven't been out in the community like this in a long time, so it will take some time for people to get accustomed to the fact that we are just there to listen and provide information. One consistent throughout all of the sessions is that, people were happy to see us and glad we were there and that we were listening to their concerns. There is still opportunity for people to see us in McKeesport, Bethel Park, Oakdale and Oakland and we will

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be adding on some more. The presentation is posted on-line and there is a video recording of the first session on-line. There is also opportunity for folks to make comments on-line or by calling customer service.

Mr. Ritchie would like to mention that all this was organized by Ms. Girty from top to bottom. She provided the translators, amenities for people, snacks and making sure it was assessible.

**March 2020 Major Service Changes Review and other Updates (D. Huffaker)**

Mr. Huffaker introduced Mr. St. Pierre to explain the details of coming changes to the March 2020 Service. March 15 is when service changes will go into effect and this will include the list below of Major Service Changes:

- Route 60 (Walnut Crawford Village): Adding Saturday service
- Route 67 (Monroeville): Modified to extend service to CCAC Boyce on the weekends.
- Route 68 (Braddock Hills): Discontinued and converted over to the P68
- Route 53 (Homestead Park): Adding Sunday Service
- Route 2 (Millvale): Modified version of the weekday Route 2. The initial request that we evaluated was connecting Millvale to Downtown. We were looking at that routing in our archives and we were evaluating alternatives. We received requests for sending the route through the Strip District. So, we merged these two concepts and we got positive feedback at our meeting in Millvale and we discussed having the route cross the 42<sup>nd</sup> Bridge.

Addition to the major service changes we are completing minor service changes:

- Route 28X: Impacted by a detour right now due to the CAP project, connecting lower Hill District with Downtown. This will be a long-term project one and a half years of that detour so we are implicating that in our schedule and modifying bus stops that will be impacted.
- 012 McKnight Flyer: Reverse trips to provide service on Perry Highway which includes CCAC North Campus.
- G3 Moon Flyer: Provide services to businesses along Cherrington Parkway
- Route 38: We made a modification to the M variant – there is the C variant, G variant and M variant. M variant connect from Mt. Lebanon into Downtown so we made a variant so this route continues straight

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onto Greentree Road so this route can provide transit service to the Ridgemont Community.

- Blue Line Library: Making modification to this route to help clear up the confusion for the two blue lines. Renaming the Blue Line Library to the Silver Line Library. This is done so that there are three distinct colors especially for special events when vehicles are staged at North Shore and when we are ready to get people away from those events, you want three distinct colors so we can direct folks to those vehicles.

Any time we have a major service change we are required to do a Title VI analysis. So, during our analysis we looked at the walk shed of a quarter mile for our transit stops on the major service changes. Luckily this is an additional service so two things we look at disparate impact and disproportionate burden. Disparate impact is looking at minority populations along this route to see if there is any adverse impact. Luckily this is additional service so there is no adverse impact all positive impact because it is additional service. Same thing for disproportionate burden we look at any impacts to low income populations along those routes.

We completed our comment period for route 48 Arlington and Route 88 and below is our findings:

- Route 48 Arlington currently has 120 total stops and we initially identified 23 stops for removal as part of the comment process we are going to bring back two of those stops so 21 total stops have been identified for removal. The two stops that shall remain for Route 48 is Josephine Street at Salisbury Street Outbound and Carson Street at 25<sup>th</sup> Street.
- Route 88 Penn there is currently total of 94 total stops and 22 stops were initially identified for removal and after comment period we decided for the Route 88 to add the stop for inbound and outbound of Penn Avenue at Millvale Avenue.

In addition to the updated process of the take one cards we had our staff increase the number of times our staff went out and passed out take one cards for route 48 and 88 and one of our staff members got an accommodation through Twitter. Someone was very appreciative that we were out there talking to folks on the bus and passing out take one cards and answer any questions. Increased the session timing for the Operator feedback at the divisions in addition to going out on the buses we were also at the divisions talking to the Operators, received a lot of great feedback about this type of program is much needed and there is a lot stops the operators are certainly behind the initiative for the bus stop consolidation.

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The updated survey, so we converted the form that was on the bus stop consolidation web page converted it over to survey monkey so that behind the scenes lets us have better collection and analytics through that program.

Pole card checks, we are also analyzing and modifying the timeline for the bus stop consolidation program. Initially what are intentions were to do two routes every service change. Something that we are looking at is possibly doing four routes every other service change. So, what that will do is accomplishing the same number of routes giving us more of a break in between to look at our processes and extend that timeline out. As we are embarking on what routes we are going to do for June we were like this timeline is quick and let's look and see if we can modify that process. In addition, we heard public comments, and this gives us time to look at our strategy to make necessary adjustments that could be needed for the program.

Want to brief the committee on some of the metrics we are looking at for the routes that were previously accomplished. This is just for the month of December there are some positive impact. We are going to continuously monitor for these routes that have been implemented. Route 16 implemented in November, so the hole month of December we got a snapshot of 2019 month of December versus 2018. The on-time performance for weekday was 78% for the month of December. In 2018 the month of December it was 70% so we are seeing a positive impact on the on-time performance. For the Route 16 the ridership was down 3.3% compared to last December but the trend for the last 12 months has been down 4% so it is in that ballpark statistically that in that trend a little lower than the last 12 months of the trend. We certainly hope to gain more ridership improve the customer experience and get folks a faster travel time to their destination. Hopefully we could win some of the ridership back that's been lost over the last 12 months. The Route 51 this one showed 11% increase on-time performance, 74% for weekday on-time performance compared to 63% last December. The weekday ridership has a very slight increase of ridership it was .77% but the last 12-month Route 51 trending a decrease of 1%. We also want to investigate how much the bus stop consolidation has impacted that on-time performance. Mr. Huffaker stated that the Planning department will be coming back with a full data presentation once we have a few months of data, so we have longer term trends we are encouraged with what we seen. In addition to ridership and on-time performance, obviously on-time performance is a huge impact for the customer experience. We are also hoping to see some improvements in running time which could then free up resources to redeploy elsewhere in the system. As well we are working with City DOMI within the City of Pittsburgh to continue to upgrade the passenger amenities at the stops that remain so we could have some

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shelters placed at some of the locations where there are stops and particularly if it is a heavily used point or a transfer point we will have some of that infrastructure added in over-time. This gives us an opportunity to work with the city in a more focused way to increase that amenity as well.

**Questions from Board Members and Others**

1. Mr. Tague made a comment I think this is great because when we hired Ms. Kelleman this is exactly what we wanted to see more community outreach. What my expectations are to see the community spreads the word because it can't all be done by technology. The word of mouth helps a lot and I think more people appreciate the fact of doing outreach. We may not always agree but we are willing to have conversations. I would like to thank the staff for participating in these community outreach sessions.
2. Ms. Ogoreuc commented that she agrees with Mr. Tague and she attended the community outreach meeting in Monroeville last night and thought the meeting was well done. Really liked the presentations, the break between the presentations and stations where you can have one-on-one conversations.
3. Mr. Tague asked Mr. Pierre if Route 68 will travel on the busway
  - a. Mr. Pierre answered yes
4. Mr. Tague asked Mr. Pierre for changes in routes do you look at the impacts on the disability community.
  - a. Mr. Pierre answered absolutely if we are to make any modifications, we look at our ramp deployment data to see if there are any accessibility concerns. With this service of additional services, we did not look at the data. Ms. Silbermann stated that she would like to add that additional changes going in in March came from that list of all the changes to be evaluated and that full list every single one of them changes are looked at with our equity index and the equity index has eight different layers of people with higher needs from persons with disabilities.
5. Mr. Tague asked Mr. Pierre based on the meeting at Kingsley Association did we make any changes to that or are they the same. There has been suggestions and concerns for the route 88 Penn especially the Target, the temporary sign is gone.
  - a. Mr. Pierre answered for those stops we have not made any adjustments yet. We will continue to monitor the route and see how the changes go into effect if we need any modifications. If

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there are any adverse effects, we can adjust. We have staff going out and doing Pole Card checks on a weekly basis.

- b. Mr. Huffaker stated we must think about how we are going to communicate to the public about removing the stop and adding a stop at Target right at the crosswalk.
6. Mr. Tague stated in regards to updating the passenger amenities and working with the city will save some money.