

**Planning and Stakeholder Relations Committee  
Minutes  
January 17, 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

Austin Davis

Sandy Garfinkel

**Opening Remarks**

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

**Approval of Minutes from the November 14, 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.

**Agency Tactical Plan Update – Customer and Stakeholder Engagement (J. Ritchie)**

Mr. Ritchie explained that last year senior staff provided a Tactical Plan for the agency with five key areas of focus:

- Customer Experience
- Safety
- Financial Sustainability
- Customer and Stakeholder Engagement
- Employee Engagement

The Tactical Plan was closed out in December of 2019 and now they are in the process of developing and transitioning to the Strategic Plan.

**The 2020 Strategic Plan** will focus on:

- **Customer and Stakeholder Engagement**, which includes branding, public messaging, employee engagement, community involvement, and rebooting community relationships.
- At the end of January, Authority will kick off a round of community meetings to update the public on several topics including: The Long-Range Plan, Bus Rapid Transit, service, fares and technology.

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- **Employee Engagement**, which includes setting a baseline for engagement and acknowledgement, employee wellness, and well-being, launching Port Authority University, and Labor Relations
- **Employee Recognition**, which includes a recognition program acknowledging Perfect Attendance, Safety, Commendations, and years of service.

**Agency Tactical Plan Updates - Employee Engagement (I. Colon)**

Ms. Colon explained the different aspects of the employee engagement survey results will be in February 2020. Peoplesoft employee self service and training history. Employee wellness fitness with outside consultants completed. January wellness compensation will be received last pay in January. Employee assistance program. Free (one hour) Legal services and free (one hour) financial assistance program. Consolidate training with operations training. Assigning mentors for employees. There will be 80 employees attending APTA conference this year. Employees training and improving union relationship. Employee recognition program through perfect attendance, etc.

**General Planning Update (D. Huffaker)**

Mr. Huffaker discussed Bus Stop Consolidation – we are currently in the public outreach period for the latest round of Bus Stop Consolidation. As you will recall, staff is focused on Routes 88 and 48. The comment period ends on February 7. They soon will share the results of our first round of consolidation on Routes 16 and 51. They are still analyzing the data but are optimistic that they are seeing improvements in travel times and on-time performance. A Long-Range planning contract will be brought to the board later this month. Bus Rapid Transit project team continues to work toward 90% design of the BRT project. The BRT Project will be a central part of the upcoming round of outreach efforts over the next few months. Later this year, more community engagement will occur in BRT specific areas.

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**Community Outreach (J. Ritchie)**

Mr. Ritchie explained that there is community involvement through D. Skillings she keeps track of all the events throughout the company and a complete list provided by D. Skillings that will be sent to board members via email. There is an employee newsletter that can share general information and they can have access by phone.