

Planning and Stakeholder Relations Committee

Minutes

January 20, 2022

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:

Roll Call

Via WebEx Board Committee Members

Ann Ogoreuc
Stephanie Turman

Board Members and Solicitor

Jeffrey Letwin
Representative Lori Mizgorski
Michelle Zmijanac
Gerald Delon

Opening Remarks

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

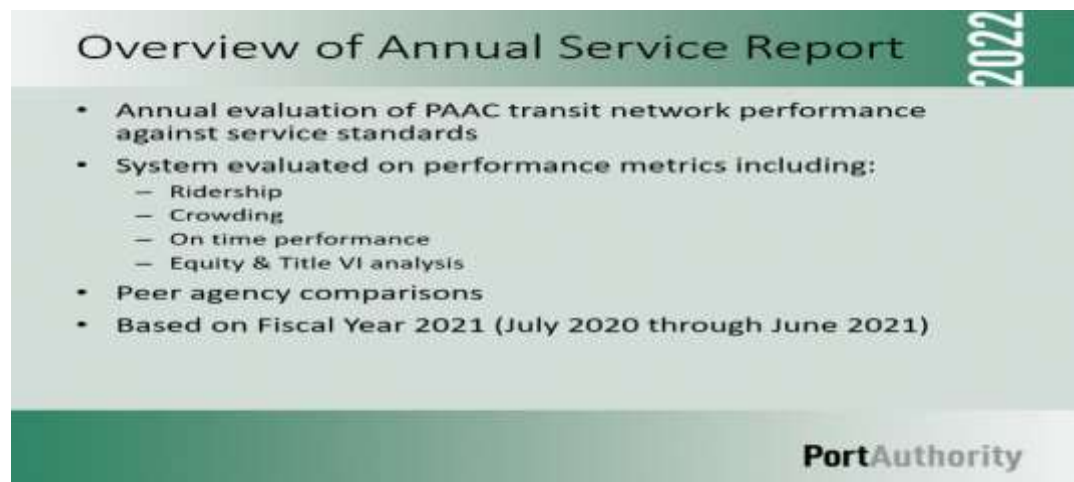
Approval of Minutes from the November 10, 2021, Planning and Stakeholder Relations Committee Meeting Minutes

Mr. Tague, Jr. Committee members if there were any corrections to the minutes. There were none and members approved the minutes.

Annual Service Report Presentation FY2021 (Ellie Newman)

This report is our state of the union of our transit system. It is a chance to look at all of our data and Metrix for the past fiscal year and kind of see how we did on everything and measure ourselves and what we are up against to reach our goals

We also compare ourselves to peer agencies.

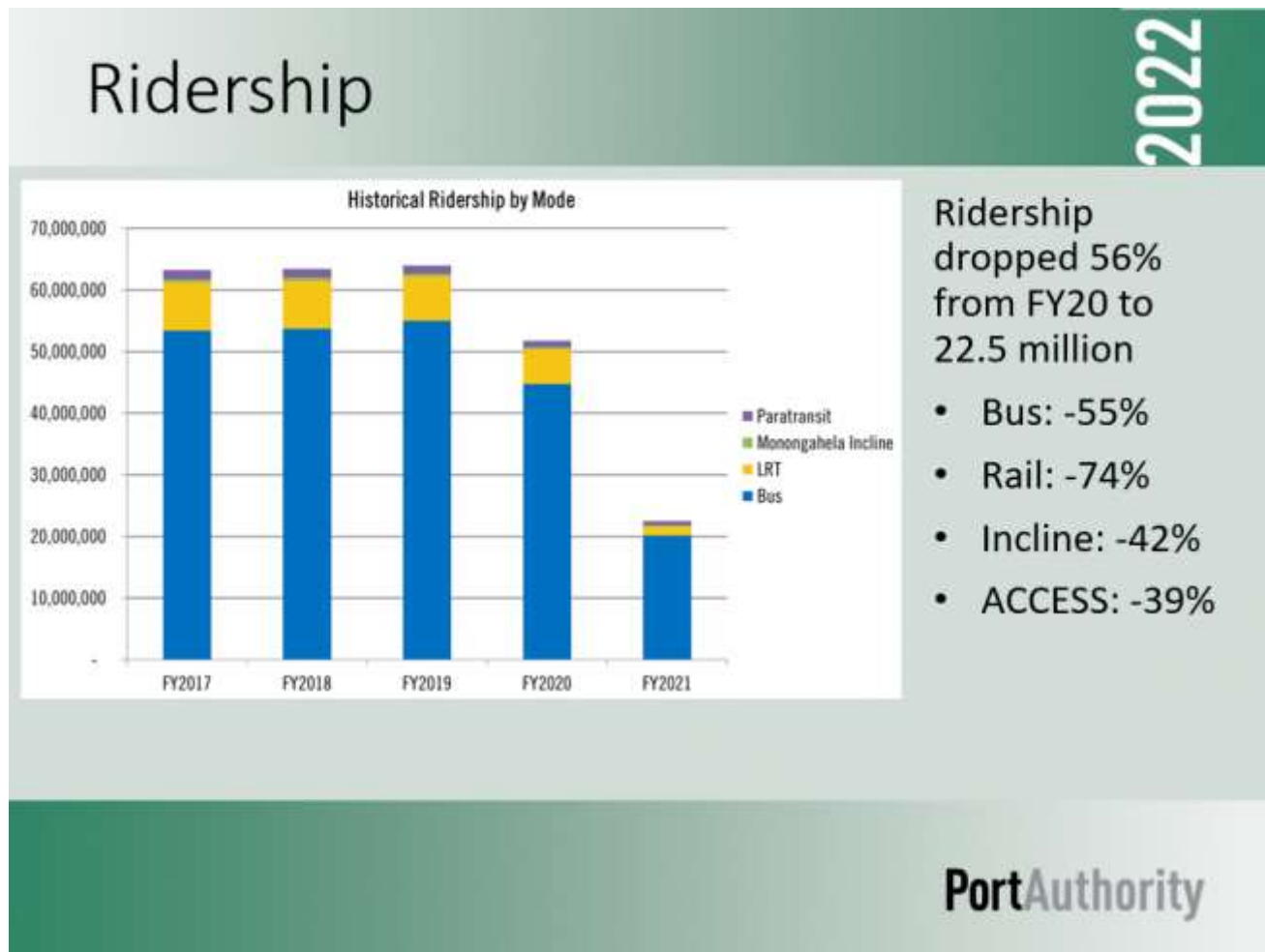


Overview of Annual Service Report 2022

- Annual evaluation of PAAC transit network performance against service standards
- System evaluated on performance metrics including:
 - Ridership
 - Crowding
 - On time performance
 - Equity & Title VI analysis
- Peer agency comparisons
- Based on Fiscal Year 2021 (July 2020 through June 2021)

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RIDERSHIP: The ridership had a significant decline, so we had a 56% drop from FY2020, was only four months of the pandemic, FY2021 was the entirely Pandemic ridership. We did see proportionally drop depending on the mode of transportation. The bus was more resilient one with only 55% drop whereas LRV we saw a 74% drop.

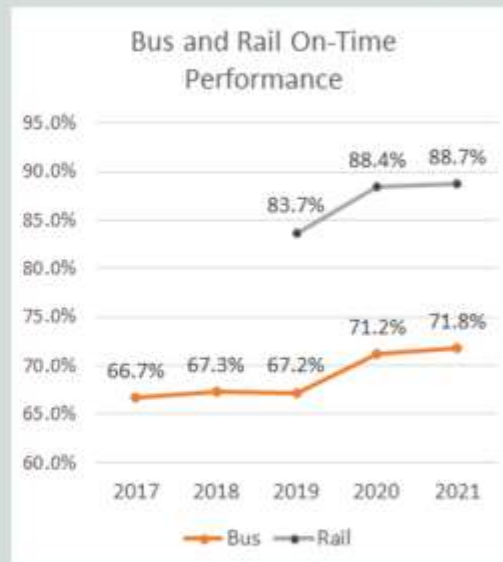


ON-TIME PERFORMANCE

On-Time Performance

2022

- Vehicle must arrive between 1 minute early and 5 minutes late
- Slight uptick in OTP for FY21
 - Largely due to less traffic and ridership systemwide
- New focus on adjusting schedules for changed ridership and traffic patterns for FY22



PortAuthority

WEEKEND SERVICE ADDITIONS: This is something we wanted to do for a long time and were able to go ahead and add weekend service and Sunday service to local communities that didn't have any weekend service. The only areas that currently don't have weekend service is the very pale blue ones. Virtually our entire service now has some level of weekend coverage for our riders is one of our big goals. In terms of numbers this was able to increase the proportion of our service area population with access to weekend transit by about 7 to 8 percent depending on the service day.

Weekend Service Additions 2022

- FY21 service additions increased population with walkable access to weekend transit
 - 7% on Saturday
 - 8% on Sunday
- Full weekend service added to the 22, 29, 36, and 93; route 2 extended
- Sunday service was added to the 4, 22, 39, 60, and 74

Legend

- All Days (Frequent Service Walkable)
- All Days (Walkable)
- Five Days (Walkable (No Weekend Service))
- City of Pittsburgh
- Allegheny County

0 2 4 6 8 Miles

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Service Standards Evaluation: This is something where we kind of set our service standards to pre-pandemic world, which made them unreachable for what the standard was. So, we have passengers per hour standards, where we have a goal for each of our routes. Because we had capacity limits on our vehicles we basically were not able to meet that. So, we only had four routes that even met those standards, normally it is much higher than that. That is something we made need to revise what that standard is, in light of our new reality. For crowding we normally would assess crowding based on how many standees we had on vehicles but since we had capacity limits on our vehicles we only allowed between 10 to 25 people on the vehicles at a time for the entire FY2021 period. For this one, we just looked at how often routes exceeded that, and I listed six of our routes that went over that capacity limit about 10 percent of the time (1, 51, 59, 61C, 83 and 12). For OTP we had 21 routes or more than 10% below our standards. We did not do any schedule adjustments to improve on-time performance in FY2021. This will be our focus for this fiscal year.

Service Standards Evaluation

2022

- Passengers per hour
 - Only 4 routes met pre-pandemic PPH standards
 - Capacity limits made it impossible for many routes to meet standards
- Crowding
 - Vehicle load capped at 10, 15, or 25 riders for much of the year
 - Checked how often each trip exceeded this max load cap
 - Six routes experienced crowding on over 10% of FY21 trips
 - 1, 51, 59, 61C, 83, 12
- OTP
 - 21 routes were more than 10% below OTP standards
 - FY22 priority to adjust schedules and pinpoint trouble spots along these routes to improve service reliability

TITLE VI EVALUATION: we categorize our routes based on whether they serve predominantly minority communities or predominantly low- income communities. We make sure that our service on these routes is at least as good as or better than any other route. So, we exceeded the standards on everything that we look at, the only exceptions crowded trips. Out of service is mostly more due to what division the route runs out of. We had some staffing challenges at some of our divisions that happen to also run more minority routes. Crowding had some significant adverse differences, this is due to low income and minority populations having a much greater propensity to use transit, during this Pandemic time, it has been scene across the whole nation. So, this was something that we monitored every day and we were adding trips wherever we could within our work force constraints as well.

2022

Title VI Evaluation

- Low income and minority routes scored better on frequency, service span, and OTP than non-low income and non-minority routes
- Scored slightly worse on out of service and significantly worse on crowding
- Since lifting restrictions, crowding (over seated load) has largely disappeared

Metric	Low Income Route	Non-Low Income Route
Crowded Trips	4.5%	2.1%
Trips Out of Service	2.6%	2.2%

Metric	Minority Route	Non-Minority Route
Crowded Trips	4.0%	2.9%
Trips Out of Service	2.5%	2.4%

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FOCUS FOR THIS YEAR: We did not evaluate them; it is a very time-consuming process, and we knew that this was not going to be a good time to add or extend routes. For our on-going focus we had some service changes that were put in November 2020, those were trip additions on routes experiencing crowding that I mentioned before. With our commute routes that had major reductions went from 1,000 riders a day to 100, so, we cut that service to kind of rebalance. We also, have a public comment period on February 1, 2022, and we have a public hearing on January 27, 2022. We plan to update our Transit Services Standards, so this would be what I mentioned earlier.

Focus for this year

2022

- Major Service Requests received in FY21 were catalogued but not evaluated
- Continuing to evaluate impact of temporary major changes implemented in November 2020
 - Trip additions on routes experiencing crowding
 - Trip reductions on commuters with dramatically reduced ridership
 - Public comment period open until 2/1/22; public hearing 1/27/22, 3:30-6pm.
- Focusing on balancing service to changing ridership patterns, and increasing service reliability
 - Adjusting trips up or down based on crowding and demand
 - Adjusting schedules for better on-time performance
 - Implementing scheduling efficiencies to better use resources
- Planning to release updated Transit Service Standards with new service performance goals for the post-pandemic era

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Questions from Board Members and Others

1. Mr. Tague asked Attorney Garfinkel if the committee doesn't have to approve anything?
 - a. Attorney Garfinkel answered no this is just a report.