

# **EXHIBIT A**

## **TITLE VI PROGRAM**

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### **PORT AUTHORITY OF ALLEGHENY COUNTY**

2022-2024

Summarizing Service Years 2019 - 2021

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Approved by Port Authority Board and Effective as of April 29, 2022

Port Authority of Allegheny County  
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# CHAPTER 1 GENERAL REQUIREMENTS

## **Title VI Assurances on Applications for Financial Assistance from the FTA**

Port Authority has completed all assurances on applications for financial assistance from the FTA. These assurances can be found in Appendix A.

## **Communication and Public Participation Plan**

### ***GOALS***

Port Authority provides safe, reliable, and affordable public transportation throughout Allegheny County, Pennsylvania. Our mission is to connect people to life. To ensure that the Authority is effectively meeting the needs of the communities that we serve, it is essential that we better understand the needs of those communities when making decisions on projects, services or changes taking place that have an overall impact to residents of those communities.

Port Authority encourages and seeks productive involvement of the public by providing information, soliciting feedback, and communicating changes that encourage services and programs that are reflective of the values of all segments of the communities that we serve. The Public Participation Plan for Port Authority has been developed to ensure that meaningful opportunities to participate in the decision-making process is afforded to all members of the public, including minorities, individuals with disabilities and Limited English Proficient (LEP) populations.

Port Authority also recognizes the importance of a variety of public stakeholders in the decision-making process. Public Stakeholder groups could include but are not limited to; residents who live in Allegheny County, riders and non-riders of transit, community-based organizations and stakeholder groups, municipal officials, businesses, and elected officials at all levels of government, metropolitan area agencies, major employers, and the general public.

As a recipient of federal funding and, pursuant to Federal Transit Administration (FTA) Title VI regulatory guidance, Port Authority has a responsibility to consider the viewpoints of all individuals and entities including minority and low-income populations, as well as individuals who do not speak English fluently “in the course of conducting public outreach and involvement activities.” (FTA Circular 4702.1B)

The public participation process allows the Authority to directly hear from several populations throughout Allegheny County and has designed strategies to inform and engage the public about services, projects, and other Authority related matters of significant interest. Port Authority may modify its public participation strategies based on feedback from its customers and the public. The plan is subject to change and may vary in its strategy based upon the needs of the public with whom we are engaging and the purpose and goal of the communications.

Public communication may involve but is not limited to the following public and stakeholder individuals and groups:

- Riders of Transit
- Community Stakeholder Groups
- Neighborhood Organizations

- Allegheny County Transit Council (ACTC)
- Citizens for Accessible Transportation (CAT)
- Municipal Officials
- Business Owners
- Elected Officials
- Metropolitan Planning Organizations
- Government Agencies

***COMMUNICATIONS AND PUBLIC PARTICIPATION***

Port Authority of Allegheny County uses a variety of methods to communicate with both the general public and with subpopulations such as minority groups and LEP populations within its service area. Port Authority’s website, news releases, advertisements, brochures, public meetings, email lists and community outreach presentations are all used to disseminate information to the public at large and to affected citizens. The following are some of the methods employed by the Authority to communicate with the public:

**Port Authority Website**

Information regarding public meetings/hearings, capital projections, transportation studies and service changes is posted at Port Authority’s website, [www.portauthority.org](http://www.portauthority.org). The website is also used to collect feedback during public comment periods and provides telephone and email contact information for Port Authority Customer Service (including a TTY number for the speech- and hearing-impaired).

**Public Meetings/Public Hearings**

Public meetings/hearings are held in locations that are convenient to several communities, are accessible via public transportation and accessible to persons with disabilities, with accommodations made for individuals who are deaf and/or visually impaired (interpreters, braille meeting documents, etc.).

Outreach for capital projects typically includes several rounds of public meetings in multiple locations as needed to provide updates on the progress of transportation studies and collect community feedback. Public meetings and hearings provide opportunities for written or spoken testimony/comments from citizens. These events are advertised using newspaper advertisements, news releases (and subsequent media coverage), Port Authority’s website, social media, print brochures/cards, on-vehicle advertising, community/government outreach and other means.

Public meetings/hearings include various meeting platforms developed and highlighted as significant and meaningful opportunities to continue public engagement during the COVID-19 pandemic were necessary to provide information, solicit feedback and communicate in newer and potentially unconventional formats. The pandemic changed the way the Authority communicated to the public on a regular basis and offered an opportunity to expand upon the traditional methods of communications and reach a wider audience.

Pursuant to the Port Authority Board Policy for Public Hearing Process, public hearings inviting public comment have been adopted as the primary mechanism to assure public participation in decisions involving all fare increases as well as major service reductions. Public comments are scrutinized for concerns regarding disparate impact relevant to Title VI analysis and policy.

### **E-Newsletters/Email Lists**

Port Authority often creates project-specific email lists, collecting email addresses from interested individuals on our website or at meetings and sending project updates and notification of upcoming meetings. Individuals may also sign up for email notification of service detours.

### **Direct Mail**

Port Authority continues to use direct mail services to target specific audiences. Through this service, Port Authority can purchase mailing lists to reach target audiences not only in their postal mailbox, but electronically as well. Direct mail services have been utilized to provide information to residents and businesses located in or around areas where Port Authority constructions are expected to take place and have the potential to be significantly impactful and/or disruptive to those individuals located within a designated area surrounding the construction zone.

### **Newspaper Advertising**

Public meeting and public hearing advertisements about capital projects or transportation studies are placed in print/electronic form in the region's two largest newspapers, the Pittsburgh Post-Gazette and the Pittsburgh Tribune-Review. Public meetings and public hearings are also advertised in the New Pittsburgh Courier, a Pittsburgh-based newspaper that features topics of interest in the African American community. Ads may also appear in the region's free weekly, the Pittsburgh City Paper.

### **Digital Advertising**

In this new age of digital advertising and promotion, Port Authority utilizes banner ads on major radio and television news websites to reach target audiences we may otherwise miss. Banner ads are relatively inexpensive and have proven to be effective in reaching key demographics, including minorities.

### **Radio Advertising/Promotions**

Overall, Port Authority no longer buys much radio advertising. However, we have been successful in reaching our minority riders through a partnership with a local radio station, WAMO. In the past, we've worked with WAMO radio for special events/live remotes to promote new services/technologies at key park and ride locations.

### **News Releases & Media Relations**

In addition to traditional advertising, Port Authority uses the new media to disseminate information on important announcements, service changes, capital projects and transportation studies via news releases to local print, broadcast, and online media, including newspapers, television stations, radio stations, websites and blogs. National trade media and numerous local organizations, businesses, community leaders and elected officials are also included on our news release distribution lists. Port Authority communications staff also arranges and conduct interviews with print and broadcast media to provide more detailed and in-depth information on important Port Authority news.

### **Advertising on Buses/Light Rail Vehicles**

Public meeting and public hearing ads regarding capital projects, service changes and transportation studies are advertised on Port Authority buses and light rail vehicles in the interior advertising spaces.

### **Brochures/Take-One Cards/Rider Alert Cards**

Important announcements about capital projects, public meetings and service changes are also distributed via print brochures or cards that are placed in locations easily accessible to riders, including on Port Authority vehicles, at the agency's Service Center and at schedule racks. Braille versions of print brochures created as needed.

In 2015, Port Authority developed a Spanish version of its 'Rider 101' brochure, which was disseminated to two Spanish-speaking communities (Beechview and Brookline neighborhoods in the City of Pittsburgh). This document continues to be circulated as needed to riders in the Port Authority service area. A copy of this document can be found in Appendix B.

### **Community Outreach**

Port Authority maintains relationships with community groups and local organizations (including neighborhood groups, social services organizations, disability groups and senior citizen communities) to regularly conduct informational presentations regarding capital projects, transportation studies, service changes and other topics. A summary of outreach efforts, and whether they took place in minority communities, can be found in Appendix C.

Additionally, Port Authority periodically deploys street teams to distribute information at various community events that target specific audiences, including minorities.

The COVID-19 Pandemic created a significant disruption to in-person communication efforts from 2020 to the present. At the beginning of the Pandemic, communications efforts were transferred to primarily virtual meetings utilizing platforms such as Microsoft Teams, Zoom, Google, telephone, conference call technology and other platforms as requested by meeting participants.

ASL and other interpreter services were provided at in-person and virtual public meetings and additional services were provided upon request with notification to the public as to how to request additional services beyond ASL interpreter services. Braille items and other printed formats were provided upon request.

### **Government Relations**

Port Authority's relationships with elected officials at all levels of government provide another avenue for reaching citizens with important information. Information on capital projects, transportation studies and service changes affecting specific constituencies is shared with elected officials; print materials are often provided and community presentations scheduled as needed.

Port Authority has enhanced engagement efforts with municipal governments to optimize communication efforts with residents. Information is often shared with elected officials in advance of public meetings to expand outreach opportunities to their constituencies.

Additionally, Port Authority has implemented a Speakers Bureau that would allow for staff to present information and initiatives to stakeholder groups and interested parties throughout the service area upon request.

### **Stakeholder Relations**

A network of communication with stakeholder groups is maintained and kept up to date on major happenings impacting Port Authority, its riders and the community at large. Key stakeholders

include economic development groups, tourism councils, nonprofit consortiums, foundations, advocacy groups and transportation management associations, among others.

#### **Advisory Groups**

Port Authority meets on a monthly basis for ten months out of the year with the Allegheny County Transit Council (ACTC). ACTC is a volunteer organization established in 1984, which operates under an elected advisory board independent of Port Authority. The members of ACTC are frequent transit users. ACTC communicates rider questions and concerns to Port Authority. The Port Authority appointed liaison, part of the Authority's Government Relations department, offers updates and provides educational opportunities surrounding Port Authority products, services and initiatives at council meetings.

The Authority also meets quarterly and on an as needed basis with the Committee for Accessible Transportation (CAT). The CAT committee is a volunteer advisory group formed to identify ways to improve public transit for older adults and individuals with disabilities.

#### **Customer Service**

Port Authority's Customer Service phone line is open 365 days a year for riders and citizens to ask questions, voice concerns and provide comments. Customer Service may also be emailed via Authority website. Additionally, Port Authority's centrally located Service Center is a hub of information on the latest Authority news, providing brochures, route schedules, take-one cards and signage highlighting important announcements. Customers can also have a translator join the call if they speak another language. Port Authority uses CTS Language Link to connect customers and Customer Service Representatives with a translator in over 240 languages. Employees are trained to provide timely and reasonable language assistance to LEP populations via a PowerPoint presentation that is given to all new staff in their training and orientation process. The PowerPoint presentation slides can be found in Appendix D.

#### **Social Media**

Port Authority's Communications Department also maintains social media accounts as a method of direct communication with riders on topics including (but not limited to) capital projects and service changes. The Authority's primary social media account is on Twitter. Port Authority also maintains Facebook accounts for specific projects, including an account with information on our ConnectCard smart card system. Additional sites where Port Authority maintains a social media presence include YouTube and Flickr, and the Authority also posts information on its blog, hosted by Blogger.

#### **Operations/Service Planning Notices**

Port Authority's Service Planning & Evaluation Department maintains continuous contact with transit riders in order to make adjustments as changing developments and rider preferences dictate. In cases of provisions of new service, revisions to existing service and elimination of service, these changes are discussed with the citizens and public officials of the affected areas. Notices of such changes are posted on Port Authority vehicles and the Authority website and are made available to media through the Communications Department. Public hearings and advertised public meetings are held when major service reductions are proposed.

### ***Ensuring Meaningful Public Participation***

When Port Authority is considering major changes to its system, either through a major change in service, fares, major capital project, or other significant change to the agency, the Communications Department ensures inclusive and representative participation from the public, mainly in the form of public meetings and web-based feedback forms. When a major change is proposed, Port Authority employs a variety of tactics to advertise these meetings and the opportunity to provide online feedback. Additionally, Port Authority can now accommodate non-English speaking individuals who wish to participate in rider satisfaction surveys via a 1-800 number that connects them to an English translation service.

### **Traditional Outreach**

Meetings and online resources are advertised in the local newspapers, as well as on TV and radio news channels. Meeting notices are also placed on board transit vehicles, and on Port Authority's website. Print materials, such as brochures and cards, are also made available at community events in affected communities as well as Port Authority locations. All materials detail meeting times and locations, as well as the opportunity to provide input online for those unable to attend meetings.

### **Non-Traditional and Targeted Outreach**

#### ***Community Organizations***

Port Authority's Government Relations, Planning and Community Outreach staff attend local community meetings and community events when changes specifically affect said communities to ensure that information is properly communicated to the appropriate Port Authority department and/or staff for consideration in decision making processes.

#### ***Ensuring Inclusive Participation of Minorities***

If proposed changes include a large portion of the minority community, notice of any public meeting is also included in the local African American newspaper, the New Pittsburgh Courier, and other local publications that reach minority audiences. The Community Outreach department staff also specifically contacts representatives of organizations that serve minorities to ensure awareness and participation and attends numerous community events in these areas to ensure awareness of these meetings.

#### ***Ensuring Inclusive Participation of Limited English Proficient (LEP) Persons***

Though Port Authority does not meet the threshold for translating vital documents into other languages due to the extremely limited non-English proficient population, it has begun specifically developing materials in Spanish as this population is growing in the region. Notification of public meetings is now printed in both English and Spanish for take-one cards available at Port Authority locations, and translators are on call at public meetings in neighborhoods with a significant Spanish speaking population. See Appendix C for a summary of outreach efforts made to minority and LEP populations.

#### ***Number of Meetings***

The number of meetings is dependent on the specific topic at hand – a proposal for a major change to fares might have 2-3 larger public comment meetings, whereas a planning project might have a handful of smaller, community-oriented meetings. The opportunity to comment on the proposal through an Authority-hosted website always is available for at least 30 days, if not 45 or 60 days.

### *Meeting Locations*

Meeting locations are determined after the number of meetings has been determined. Downtown Pittsburgh is the most central location for meetings and would be the primary target for a meeting location, as 84 of the 101 transit routes that Port Authority operates enter Downtown. If more than one meeting will occur, the Oakland neighborhood east of Downtown Pittsburgh is also a job and population center with significant transit service. If more than two meetings are needed, Port Authority will have meetings in geographically unique areas so as to try and serve as many people in Allegheny County as possible. Meeting locations are also chosen with maximum physical accessibility in mind for people with physical disabilities.

### *Meeting Times*

If multiple meetings are needed, the times of day and days of week of each meeting will be different so as to reach as broad a population as possible for those who do not have traditional workday structures.

### *Meeting Structures/Formats*

Port Authority employs a variety of meeting formats so as to be as inclusive as possible when asking for public comment/helping the public to understand proposed changes. Meeting formats almost always include verbal public comment directed at Senior Staff and the Board, but written comments are also accepted via paper or electronic format. Meetings also often include smaller informational tables so that the public can learn about services or proposed changes in an individualized format and not feel overwhelmed. Visual and auditory tools (such as video and maps) are also used for those who are not proficient in written English, have low literacy skills, or have mental disabilities.

### *Conclusion*

Port Authority provides safe, reliable, and affordable public transportation throughout Allegheny County, Pennsylvania. Our mission is to connect people to life. To ensure that the Authority is effectively meeting the needs of the communities that we serve, it is essential that we better understand the needs of those communities when making decisions on projects, services or changes taking place that have an overall impact to residents of those communities.

Port Authority has implemented a significant communications strategy that allows for a public participation process to be designed around each individual public engagement opportunity to ensure the best outcomes. The Authority will continue to evaluate the public participation processes in place to ensure that the goals of the Authority to provide meaningful access to information and meaningful opportunities to provide feedback continue to exist and that opportunities to expand public participation are regularly considered.

The Authority will seek to identify new and expanded opportunities to engage the public at appropriate intervals surrounding changes to products, services, and development of Port Authority projects. The Port Authority of Allegheny County Public Participation Plan is not limited to the specific means of communication with the public shared throughout the plan but allows for the opportunity for growth and development of both existing and newly identified methods of communication that provide the most successful outcomes for public participation and engagement.

**Language Assistance Plan (LAP)**

Port Authority has developed a Language Assistance Plan to ensure meaningful access. On an ongoing basis, Port Authority assesses the need to determine the language assistance necessary to ensure that limited English proficient individuals within Port Authority’s service area obtain meaningful access to its service and programs. This is known as a Four Factor Analysis and is detailed below. This assessment focuses on four factors: (1) demography, (2) frequency of contact or the frequency in which limited English proficient individuals come into contact with Port Authority programs and activities; (3) importance or nature and importance of the programs or service to people’s lives; and (4) resources available and costs. This assessment focuses on the Four Factor Analysis set forth in FTA Circular 4702.1B and related DOT and DOJ guidance.

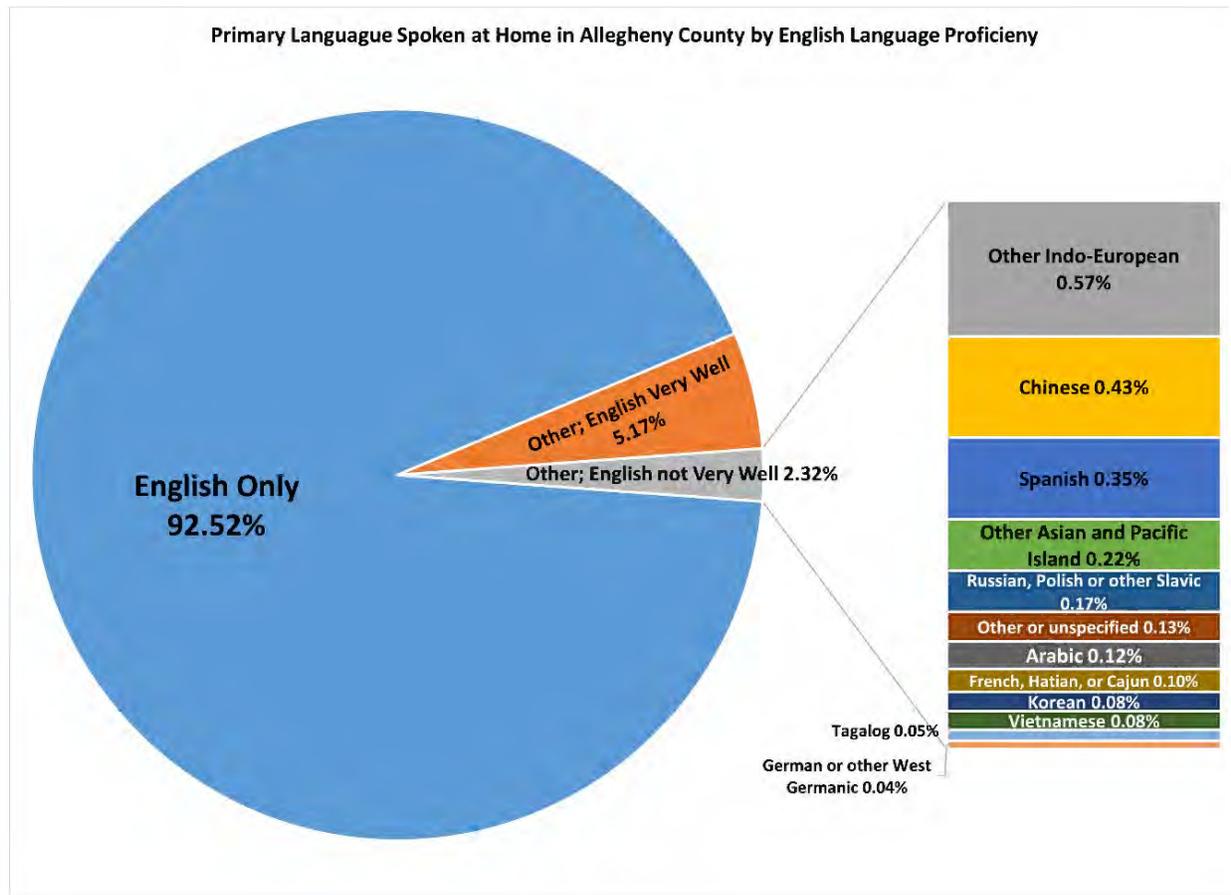
***Determining Appropriate Language Services to Provide***

**LEP Four-Factor Analysis & Plan**

The LAP is monitored and updated with the Title VI Program document every three years.

**Demography/Frequency of Contact**

Allegheny County, including Port Authority’s service area, has a very small population of persons with Limited English Proficiency (“LEP”). The following comprise the languages spoken at home of residents of Allegheny County as of the 2019 American Community Survey.



Based on the 2019 data for the entire County, approximately 2.3% of the population identifies as having LEP. A summary of the number of individuals using each language without speaking English “very well” can be found in the following table.

<b>Language Spoken at Home (LEP, unless noted otherwise)</b>	<b>Speakers in County</b>	<b>Served by Port Authority</b>	<b>Percentage</b>
English Only	1,070,946	101,311	92.52%
Other Indo-European	6,640	628	0.57%
Chinese	4,924	466	0.43%
Spanish	4,012	380	0.35%
Other Asian and Pacific Island	2,526	239	0.22%
Russian, Polish or other Slavic	1,995	189	0.17%
Other or unspecified	1,454	138	0.13%
Arabic	1,344	127	0.12%
French, Haitian, or Cajun	1,129	107	0.10%
Korean	927	88	0.08%
Vietnamese	926	88	0.08%
Tagalog	531	50	0.05%
German or other West Germanic	408	39	0.04%
Not English; Any English Proficiency	86,628	8,195	7.48%
Not English; Speaks English Very Well	59,812	5,658	5.17%
Not English; Speaks English Less than Very Well	26,816	2,537	2.32%
<b>Total</b>	<b>1,157,574</b>	<b>109,507</b>	<b>94.83%</b>

The “Served by Port Authority” column estimates the number of customers in each language group that use Port Authority services by multiplying the number of speakers of that language in the County by the proportion of the County’s population that use public transportation as their primary means of transportation to work (9.46%). The “Percentage” column shows the percentage of those using Port

Authority services in each language group. Of the 7.48% of the population that do not speak English at home, most (69%) speak English “very well”.

**Frequency with which LEP persons come into contact with the program**

Port Authority conducted a survey in 2014/2015 asking its riders what language they primarily speak. This survey corroborated the above finding, showing similarly that only 2.4% of riders do not speak English as their primary language. The below chart summarizes the details of this question from the survey, which was prepared by Campos, Inc., by primary language. Port Authority did not conduct a rider survey on primary language during the 2019-2021 period.

14-2112 - Port Authority Rider Survey  
Prepared by: Campos Inc

DE2a. Which of the following best describes your primary language?

Total	1941
	100.0%
Refused	10
	0.5%
<b>Revised base</b>	1931
	100.0%
English	1884
	97.6%
(R) (D) Other	47
	2.4%
(Chinese (Cantonese/Mandarin))	10
	0.5%
(Spanish)	5
	0.3%
(Hindi)	0
	0.2%
(Italian)	0
	0.2%
(Russian)	0
	0.2%
(German)	3
	0.2%
(Japanese)	3
	0.2%
(Arabic)	2
	0.1%
(French)	1
	0.1%
(French Creole)	1
	0.1%
(Other)	0
	0.5%

Comparison Groups: All

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level

Lowercase letters indicate significance at the 90% level

Language translation services were available to Campos, Inc. in the event survey respondents required language translation in order to complete responses to the survey questions. Using the percentages generated from the above survey question, a similar method of ascertaining the total Port Authority ridership speaking each referenced language was utilized.

Port Authority provided an average of 211,478 weekday trips in calendar year 2015. Assuming most riders took at least two trips per day, this equates to at most 105,739 riders. Using the percentages of those speaking other languages shown in the above survey table, the estimated total number of Port Authority riders primarily speaking each language is as follows in the chart below:

<b>Language</b>	<b>Percentage of Riders from 2015 Survey</b>	<b>Estimated 2019 Riders</b>
English	97.6%	103,201
Chinese	0.5%	529
Spanish	0.3%	317
Hindi	0.2%	211
Italian	0.2%	211
Russian	0.2%	211
German	0.2%	211
Japanese	0.2%	211
Arabic	0.1%	106
French	0.1%	106
French Creole	0.1%	106
Other	0.5%	529

Port Authority also tracks the number of interactions it has with LEP persons through its Customer Service Center. Port Authority’s Customer Service Center has the ability to translate phone call discussions into many other languages through a contract with Language Link, which Port Authority began to utilize in 2015. From 2019 to 2021, Port Authority received 14 total calls that required use of Language Link interpreters to provide riders information in other languages. Details of each call is set forth in the table below:

<b>Date</b>	<b>Language Service Provided</b>
11/3/2021	Spanish
10/22/2021	Swahili
9/30/2021	Spanish
9/16/2021	Spanish
8/9/2021	Spanish
6/14/2021	Spanish
11/28/2019	Spanish
11/23/2019	Spanish
11/10/2019	Spanish
10/30/2019	French

8/26/2019	Chinese
6/10/2019	Spanish
5/29/2019	Arabic
1/10/2019	Spanish

During this same timeframe, the total number of calls received by the Customer Service Center was 821,203. Accordingly, the 14 calls requiring translation services comprised only 0.0017% of the total Customer Service Center call volumes over this period of time.

Based on the results of the Census data, Port Authority’s rider survey, and the Customer Service Center calls, the proportion of LEP persons eligible to be served or likely to be encountered by Port Authority and the frequency with which LEP persons come into contact with Port Authority (factors 1 and 2) is so low that no language meets the baseline requirement for translating vital documents by Port Authority. This is based on the Department of Transportation’s Safe Harbor Provision, which states:

*“...if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.” (FTA Circular C 4702.1B Chap III-9).*

Based on this analysis, the largest population of other language speakers not speaking English very well would be persons whose primary language is Spanish or Chinese. Persons in both categories are far less than the Safe Harbor threshold as neither of these groups are close to meeting the 5% or 1,000-person level, even within a reasonable margin of error. Therefore, at this time, Port Authority does not plan to translate vital documents into other languages. However, as the diversity of the County continues to grow, Port Authority will continue to track LEP persons by language and begin to provide translation of vital documents for a particular language-speaking group if supported by the four factor analysis.

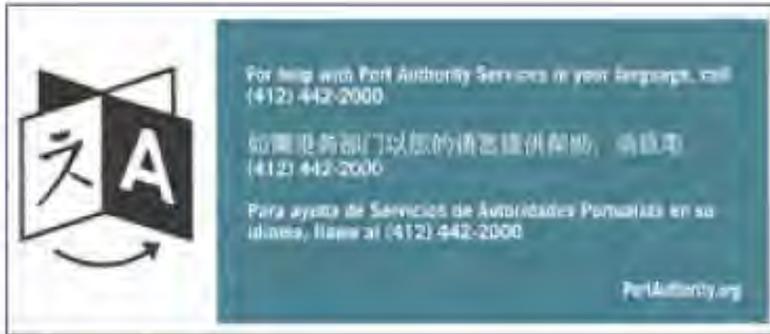
**Nature and Importance of Services**

The providing of public transportation by Port Authority is an important service, and Port Authority strives to ensure service to persons with limited English proficiency even though the number of such persons is small in Port Authority’s service area. Port Authority will continue to seek to provide services that are accessible to all persons within Allegheny County and will perform outreach to better understand the population it serves and the best ways in which to communicate with such population.

**Resources Available**

While Port Authority continues to seek to serve all of its riders, Port Authority’s resources are limited and have become more restricted due to the pandemic’s impact on increased costs and lower ridership. Due to the funding, Port Authority has few resources for LEP services, especially considering the small number of LEP persons within its service area.

Even so, Port Authority has developed a Spanish version of its ‘Rider 101’ brochure, which was disseminated to two Spanish-speaking communities (Beechview and Brookline neighborhoods) in the City of Pittsburgh (see Appendix B). Port Authority has also posted banners in its revenue vehicles advising “For help with Port Authority Services in your language, call (412) 442-2000,” in English, Spanish and Chinese (as shown, below). Additionally, a significant portion of Port Authority’s website is able to be translated into a variety of languages, as shown in image on the following page.



Example of website language translation options, with Spanish translation turned on.

As set forth above, Port Authority falls within the Safe Harbor Provision and as such, and because of its limited resources, Port Authority will continue to only provide its vital documents in English. As noted above, however, translation services are available for LEP persons and Port Authority will continue to monitor its service population to determine the percentage of LEP persons and how it can better provide its services.

### Membership on Non-Elected Planning Boards, Advisory Councils or Committees

Title VI states that “recipients that have transit-related, non-elected planning boards, advisory councils or committee, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.”

Port Authority has reviewed the FTA Circular language in more detail concerning transit-related boards and can confirm that no transit-related boards or committees are appointed by members, officers or staff of the Authority; the Allegheny County Transit Council is a self-appointing body, as is the Committee for

Accessible Transportation. Port Authority Board members, officer and/or staff are not involved in the selection or appointment of members for these groups. Finally, the Authority does not appoint members to its Board; rather Port Authority's 11-member Board is appointed by the Governor, State Legislature and Allegheny County Executive pursuant to Pennsylvania's Second Class County Port Authority Act, as amended.

### **Ensuring Compliance with Sub Recipients**

As of this Title VI Program update, Port Authority confirms that it has no active federal transit funding sub recipients or federal transit funding sub recipient agreements in place and does not have any plans to enter into any such agreements. If Port Authority were to enter into any sub recipient agreements in the future, it would ensure that these agreements require the sub recipient to comply with Title VI and that Port Authority would have mechanisms in place to monitor and enforce sub recipient compliance.

### **Fixed Facility Impact Analysis**

During the 2019 – 2021 program years, the Authority did not undertake any decision-making to cite new facilities or substantially alter usage of existing facilities to necessitate a Title VI Fixed Facility Impact Analysis.

## CHAPTER 2 SERVICE STANDARDS AND POLICIES

### System Wide Service Standards

Port Authority maintains Service Standards which outline how services are to be monitored, evaluated, and updated on an annual basis. There are many components to these standards in addition to those required in this Title VI Program. The newly adopted Transit Service Standards can be found in Appendix E.

### Vehicle Load

Maximum acceptable passenger loads are as follows in the approved Transit Service Standards:

	Rapid Routes		Commuter Routes	Local and Coverage Routes
	LRT	BRT		
<b>Weekdays</b>				
Peak	250%	140%	120%	120%
Off-Peak	140%	120%	100%	100%
<b>Saturdays</b>				
All Day	140%	120%		100%
<b>Sundays</b>				
All Day	140%	120%		100%

### Pandemic Vehicle Loads

From April 2020 through May 2021, Port Authority imposed capacity limits on vehicles. No more than 10 riders on a 35-foot bus, 15 riders on a 40-foot bus, or 25 riders on a 60-foot bus or rail car were allowed at one time.

### Vehicle Headway

Maximum acceptable headways are as follows in the approved Transit Service Guidelines:

	Rapid Routes	Commuter Routes	Local Routes	Coverage Routes
<b>Weekdays</b>				
Early Morning	30	--	60	75
AM Peak	10	3 trips	30	60
Midday	20	--	60	75
PM Peak	10	3 trips	30	60
Evening/Night	30	--	60	75
Saturdays	30	--	60*	90*
Sundays	30	--	60*	90*

*\*If the route has service at this time of day/day of week.*

### On-time Performance

On time performance of bus routes is considered by the Authority to be arriving at the end of a route segment between one minute early and five minutes late. For years 2019-2022, the acceptable level of performance for the system was 75% on time; further broken down by mode as 85% for BRT, 90% for LRT, 75% for local and coverage routes, and 80% for commuter routes.

### ***Service Availability***

Transit services should serve at least 80% of the Census tracts in Allegheny County. Serving a Census tract is defined as having a transit stop within the tract. As Census tracts are based on population within them, Port Authority feels that this is an appropriate measure of attempting to serve as many people within Allegheny County as possible.

Additionally, services should serve at least 40% of the population of Allegheny County, defined as the centroid of a Census tract being within a ¼ mile walk of a bus stop or within a ½ mile of a bus, incline, or light rail fixed guideway station, as measured by a street/sidewalk network.

## **System Wide Service Policies**

### ***Distribution of Transit Amenities Policy***

Transit amenities provided by Port Authority include ticket vending machines, seating, lean rails, shelters, bike racks, signs, maps, digital real time arrival information, schedules, braille, bus identifier kits, communication books, waste receptacles, park and ride lots, and escalators and elevators.

### **Seating**

Seating is distributed mainly in coordination with shelters (see following section).

### **Shelters & Canopies**

Bus Shelters owned by the Authority are erected in consideration of ridership, transfer points, topography, weather, older adults and people with disabilities, park and ride lots, and the balance of shelters between minority and non-minority areas. Shelter installation and movement is dependent on obtaining necessary municipal and property owner permissions. Additionally, the Authority also owns and maintains shelters and canopies associated with light rail stations and stops throughout the service area. The Authority also works with advertising agencies who have contracts with our municipal partners regarding placement of non-Port Authority owned bus shelters, though it does not have decision-making authority over advertising shelter vendors.

The Authority maintains an accurate accounting of the location of all shelters, whether Port Authority or outside advertising vendor. Due to the limited ability to move shelters because of local jurisdictions, the Authority does not standardize the availability of shelters by mode. Shelter locations are reviewed annually for both Port Authority shelters as well as the combined system-wide list, including all exterior shelters, to confirm no disparate impact exists between shelters in minority areas and those in non-minority areas. A variance of 20% or more Port Authority owned shelters in non-minority areas than minority areas as a percentage of overall stops will require additional efforts to locate shelters in minority areas once additional shelters become available. If a disparate impact exists with non-Authority owned shelters, the Authority will advise external shelter companies.

Additional seating may be provided at light rail stations without shelters, but these are not yet mapped by the Authority.

### **Signs, Maps and Digital Equipment**

Signs and maps are located at fixed guideway stations and in the Service Center. System maps are available for Customers to purchase at the Service Center. At this time, signs and maps have not yet been mapped, but with the undertaking of a new wayfinding project in 2016, the Authority will begin to geolocate all signs and maps (including digital signs and equipment). As this project continues, the Authority will ensure that signs, maps and digital equipment are equitably disseminated throughout the service area. A variance of 20% or more signs, maps or digital

equipment pieces per square mile of service area in non-minority areas than minority areas will require additional efforts to locate these assets in minority areas once they become available.

### **Schedules**

Schedules for bus and rail services are actively stocked at 185 locations around Allegheny County. The Authority will ensure that all actively stocked paper schedule locations are equitably distributed throughout the service area. A variance of 20% or more actively stocked schedule locations per square mile of service area in non-minority areas than minority areas will require additional efforts to locate these assets in minority areas once they become available.

### **Waste Receptacles**

Waste receptacles are positioned at fixed guideway stops and stations (see section on shelters and canopies).

### **Park and Ride Lots**

Port Authority's Park and rides are distributed across the Authority's light rail system, busways, and at various suburban bus stops. Port Authority does not standardize the distribution of Park and Rides across modes due to limited availability of parking lots in Allegheny County. However, the Authority ensures that parking spaces available to riders are equitably distributed between minority and non-minority areas within the County. A variance of 20% or more parking spaces per square mile of service area in non-minority areas than minority areas will require additional efforts to locate these assets in minority areas in the future. Additionally, before constructing or purchasing a new park and ride facility, the authority will analyze the impact this change will have on the overall offering of parking spaces between minority and non-minority areas.

### **Escalators/Elevators**

The Authority will ensure that escalators and elevators available to riders are equitably distributed throughout the service area wherever possible, though they are extremely limited in a system of the Authority's size. A variance of 20% or more escalators/elevators per square mile of service area in non-minority areas than minority areas will require additional efforts to locate these assets in minority areas in the future. Additionally, before constructing a new escalator or elevator, the authority will analyze the impacts this change will have on the overall offering of these assets between minority and non-minority areas.

### ***Vehicle Assignment Policy***

The Service Planning and Evaluation Department assigns the type of transit vehicles quarterly (with each schedule change) to routes based on ridership, route geographic and topographic features, operational maneuverability, route location and provisions of the Amalgamated Transit Union Local 85 contract. The assignment of vehicles will maximize route efficiency balanced with customer satisfaction while maintaining route vehicle assignment equity relative to race and income levels.

The Bus Maintenance Support Department balances the age of buses at the divisions. New buses are assigned to the four operating divisions evenly upon their arrival provided that hoists and bays can accommodate the vehicle type. The newest vehicles are assigned first for the daily assignment of buses to operators' runs and during peak hours, vehicles will be assigned to runs by major category and thereafter, randomly. Adjustments in coach assignments may occasionally be necessary due to vehicle breakdowns, inclement weather, or other conditions that may arise.

At the present time, Port Authority utilizes a combination of various sized vehicles. The composition of the fleet as of June 2021 is as follows:

<b>Vehicle Type</b>	<b>Fleet Size</b>	<b>Used Mainly for</b>
Bus 35' Diesel	30	Routes with narrow streets and/or sharp turns
Bus 40' Diesel	541	Default assignment – general use
Bus 60' Articulated Diesel	126	High volume routes
Bus 40' Hybrid Diesel	26	Not assigned – treated as regular 40' buses
Bus 40' Electric	2	Not assigned – treated as regular 40' buses
Light Rail Vehicle	81	Not assigned – 2 cars provided during high volume periods
<b>Total</b>	<b>806</b>	

Two-car light rail vehicles will be assigned to peak service for routes with off-board fare collectors based on ridership and the number of vehicles available for service. Complaints will be monitored, and checks conducted and changes made when necessary.

Annually, the Planning and Service Development Department samples vehicle assignments to ensure an equitable distribution of transit vehicles among routes. A variance of greater than 20% between minority and non-minority bus ages by route will require extensive review and actions will be taken to reduce the variance.

# CHAPTER 3 DEMOGRAPHIC DATA AND MAPS

## Census Based Customer Demographics and Travel Patterns

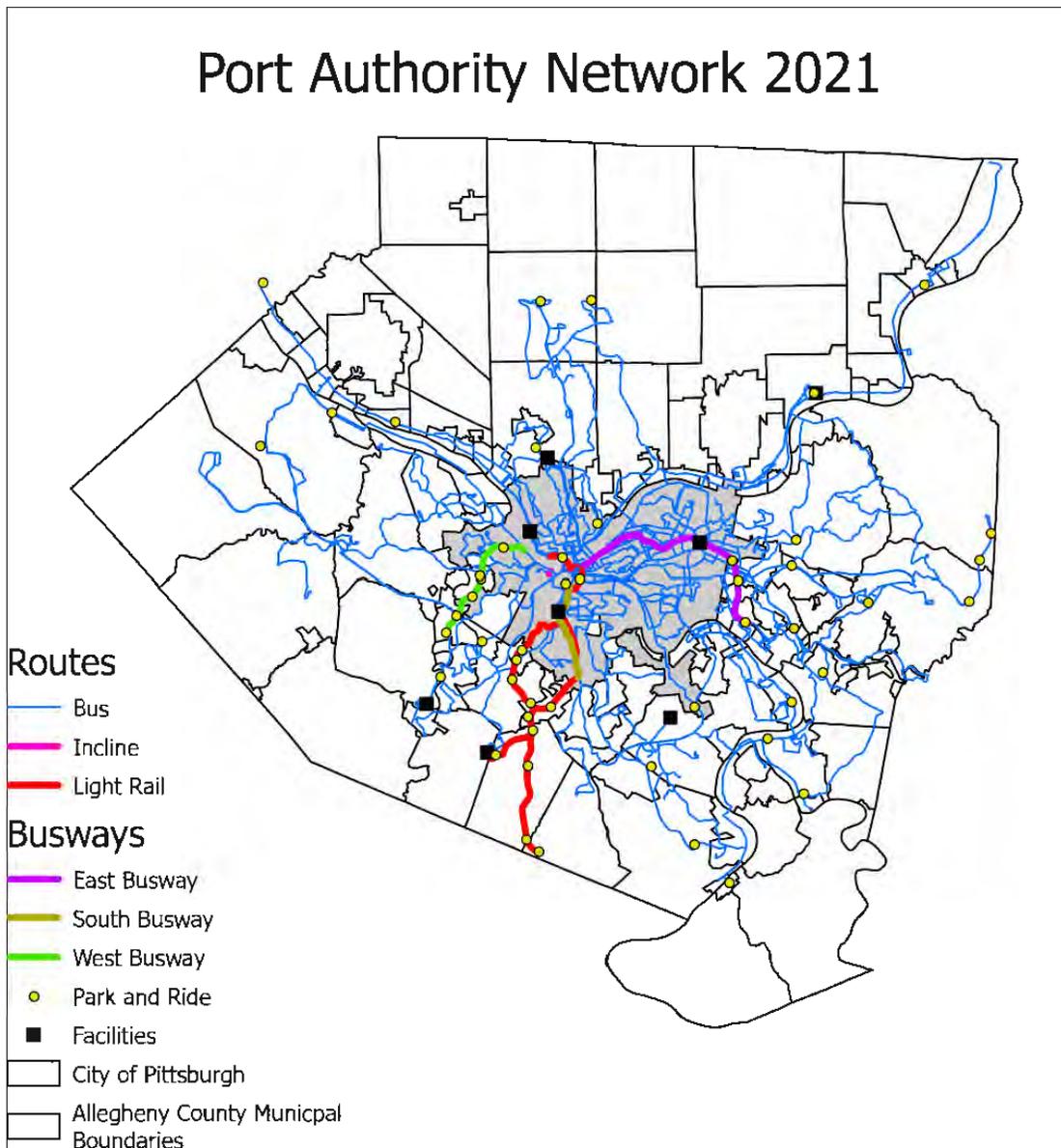
### *Demographic Analysis of the Authority's Service Area*

#### Port Authority Service Area

For Title VI analysis completed in 2019 and 2020, the agency service area was defined as the entire area of Allegheny County. In 2021, this definition changed to only the service area within the walkshed of Port Authority transit service. This process change is further explained in Chapter 5.

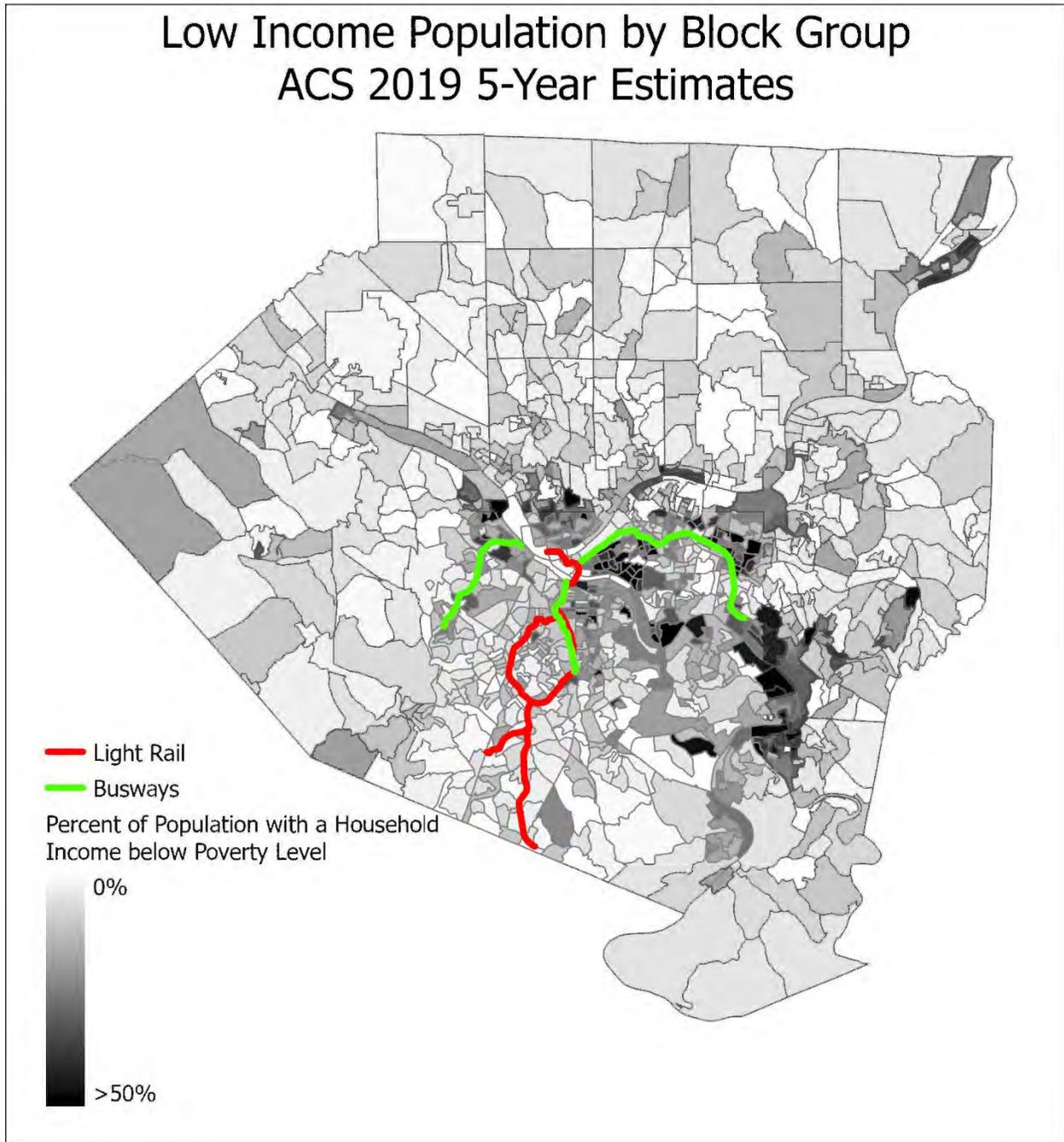
#### Transit Service Base Map

Below is a general map of Port Authority's service area, including bus routes, fixed guideway routes, Park and Rides, and agency facilities, such as garage and maintenance areas.



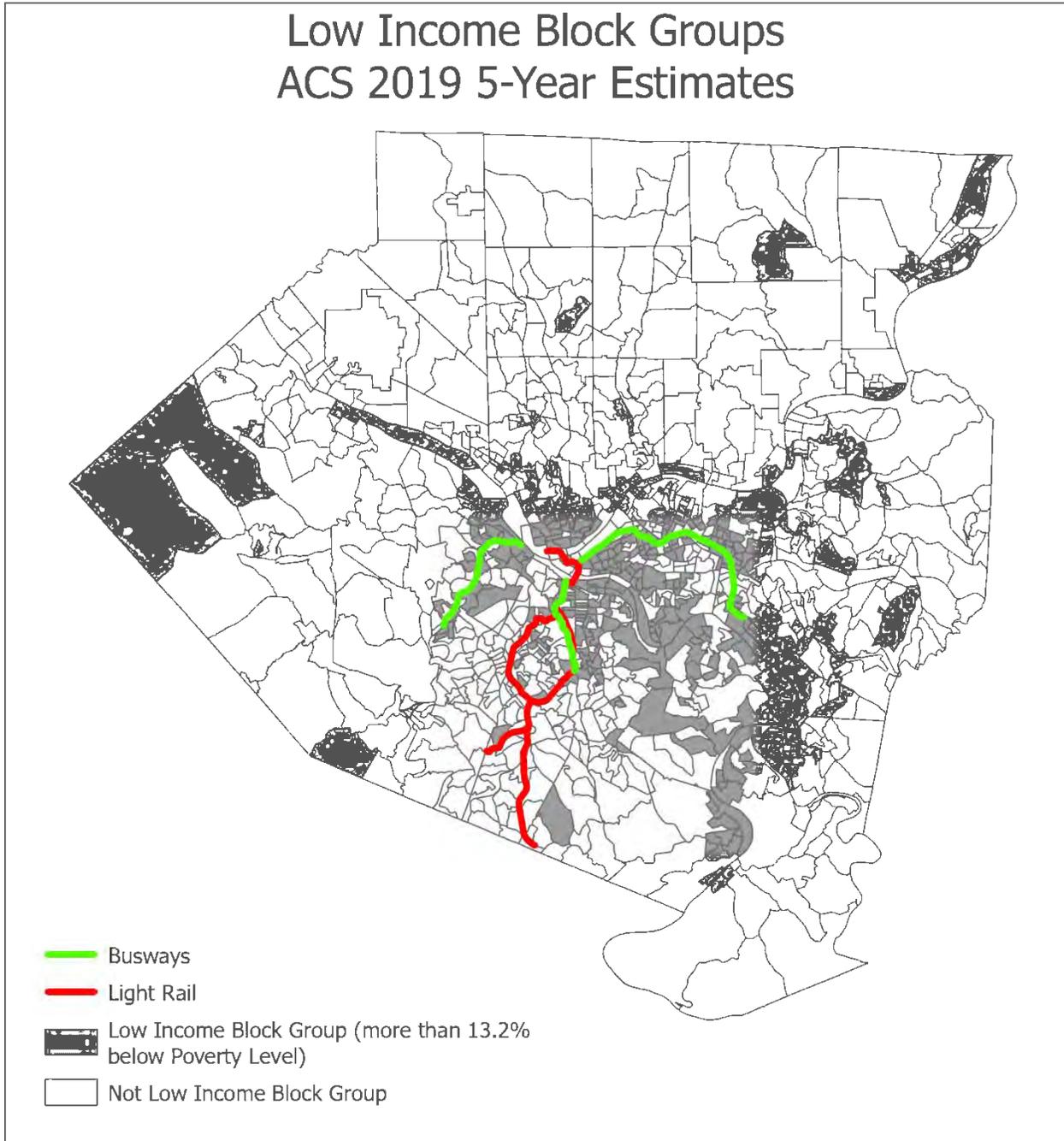
### Low Income Population Map

The map below shows the percentage of the population within each block group in Allegheny County with a household income lower than the Federal Poverty Level in the last 12 months using the 2019 ACS 5-year estimates.



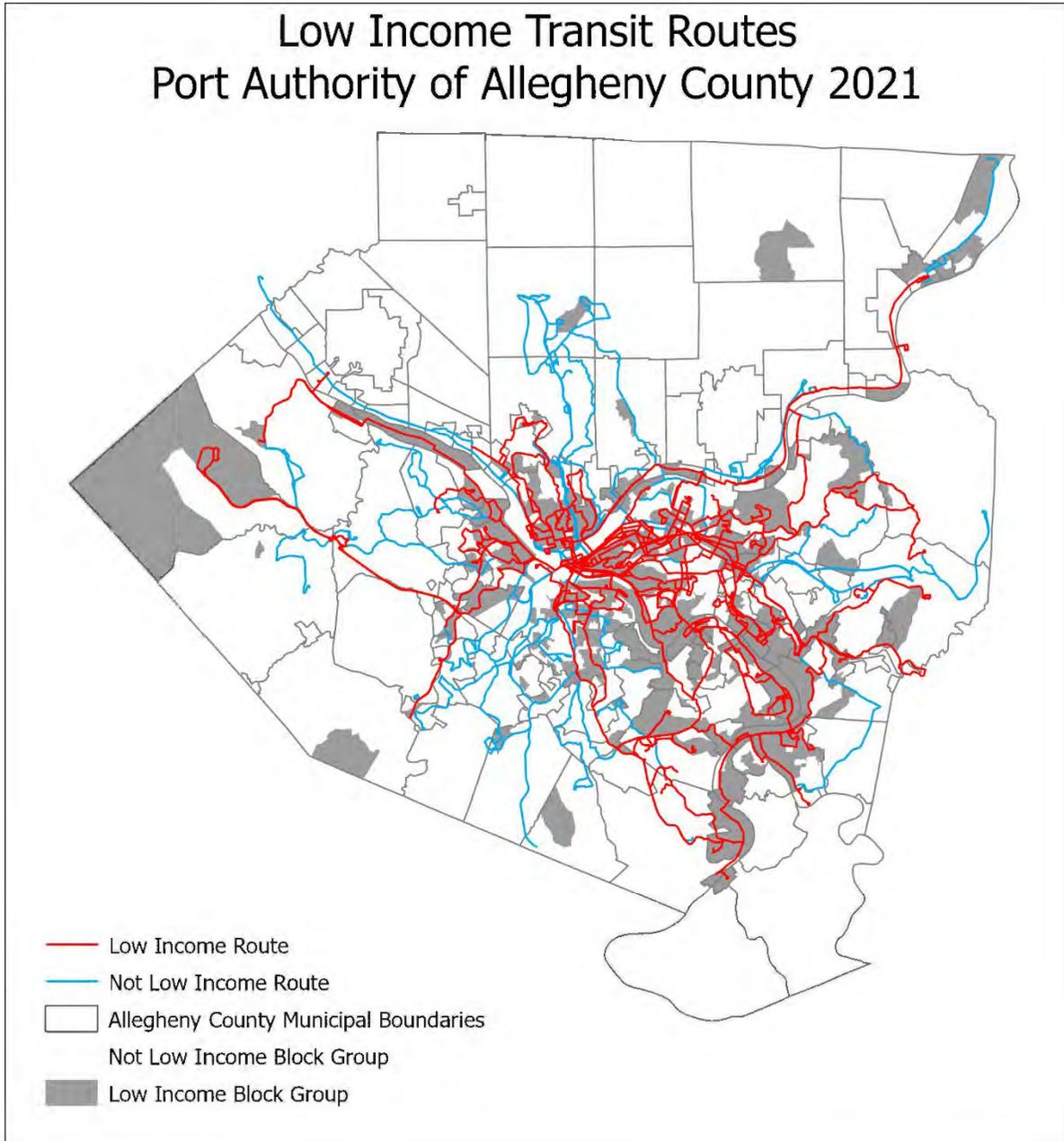
### Low Income Block Group Map

This map identifies block groups where the percentage of population with a household income below the Federal Poverty Level is greater than 13.2%, the average for block groups in Allegheny County, according to the 2019 ACS 5-year estimates.



### Low Income Transit Routes

The following map shows transit routes within the Port Authority system where at least one-third of the stops along the route are inside of a low income block group. Many areas in Allegheny County might be served by limited access roads such as highways, long bridges, or bypass busways such as our South Busway. As a result, qualifying a route's character by how many miles of minority and non-minority areas it passes through can be misleading as buses may run for multiple miles through an area without serving said area. As an alternative and more accurate representation, the Authority uses the percentage of stops within each area type to showcase the communities that are served by a route. As of November 2021, 65 out of 102 Port Authority routes are defined as low income. A list of routes designated as low income follows the map below.

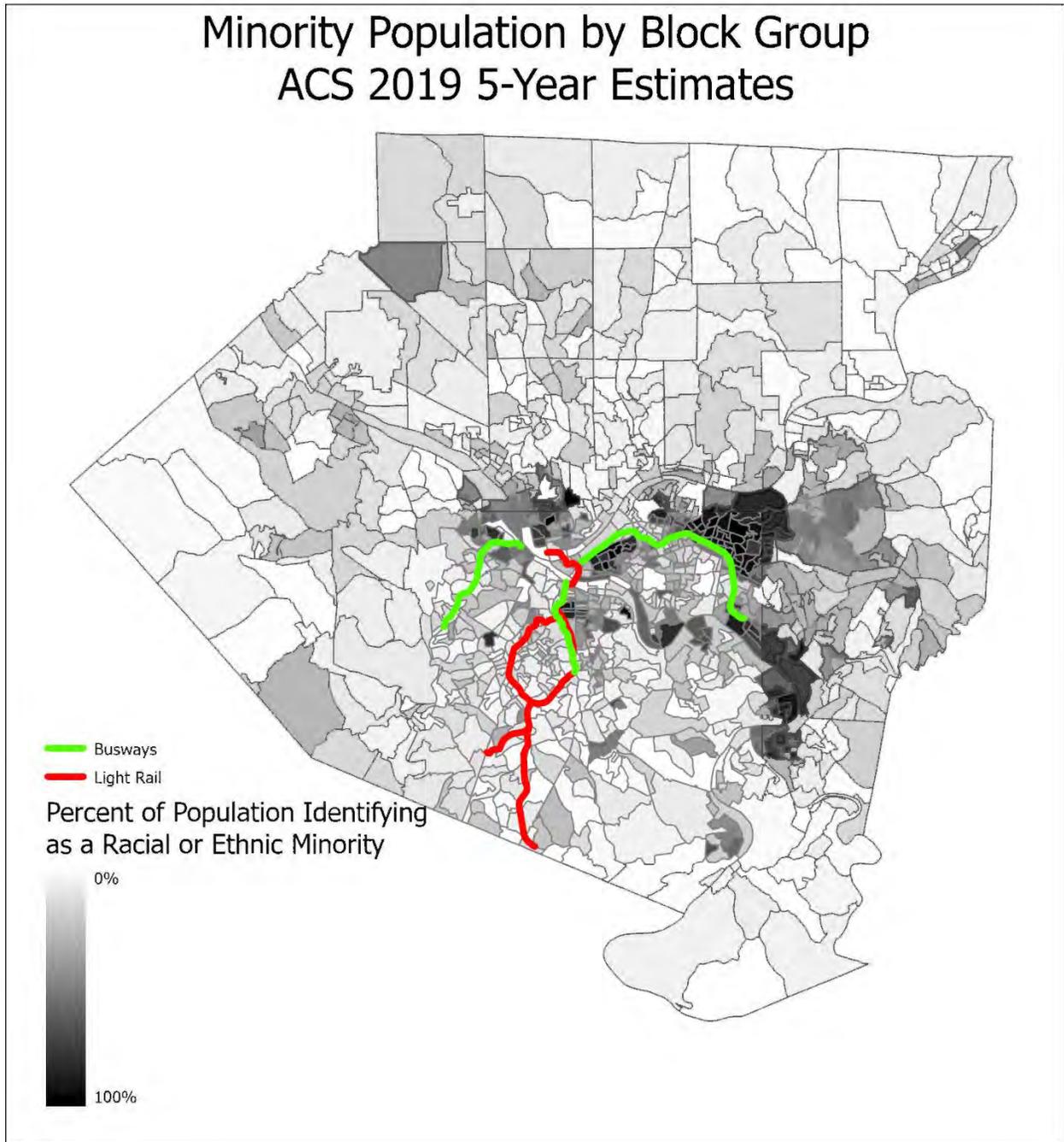


***Low Income Designated Transit Routes***

Low-Income Designated Transit Routes	1, 6, 7, 8, 11, 13, 15, 16, 17, 18, 21, 22, 26, 27, 31, 40, 43, 48, 51, 53, 54, 55, 56, 57, 58, 59, 60, 64, 65, 68, 69, 71, 74, 75, 77, 79, 81, 82, 83, 86, 89, 93, 28X, 51L, 52L, 53L, 61A, 61B, 61C, 61D, 71A, 71B, 71C, 71D, G2, P1, P17, P2, P3, P68, P69, P7, P71, P78, Y46
Non-Low Income Designated Transit Routes	2, 4, 12, 14, 20, 24, 29, 36, 38, 39, 41, 44, 67, 87, 88, 91, 19L, BLUE, DQI, G3, G31, MI, O1, O12, O5, P10, P12, P13, P16, P67, P76, RED, SLVR, Y1, Y45, Y47, Y49

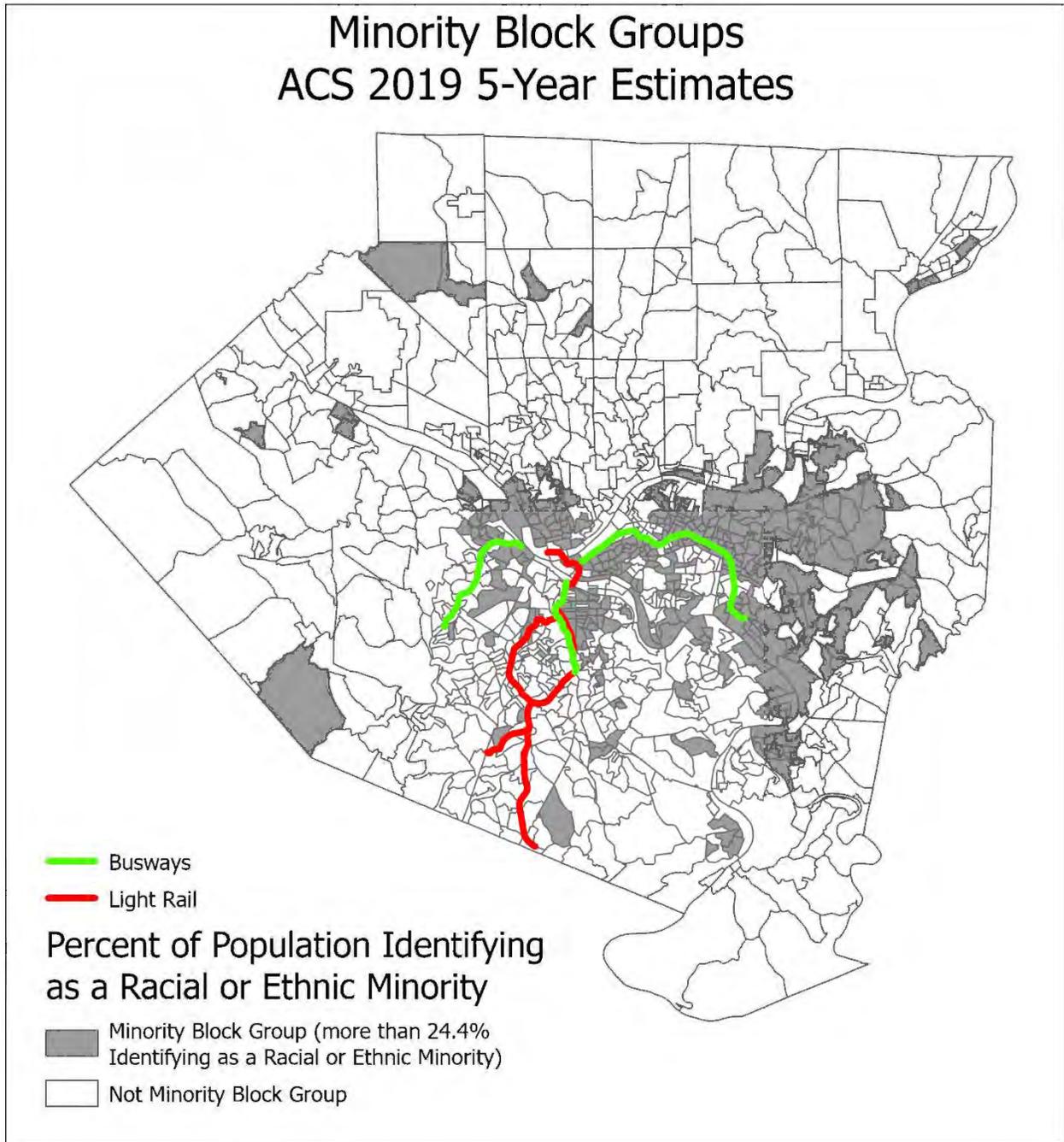
### Minority Population Map

This map shows the percentage of the population within each block group in Allegheny County identifying as a racial or ethnic minority (Hispanic, Latino, and/or non-White) according to the 2019 ACS 5-year estimates.



### Minority Block Group Map

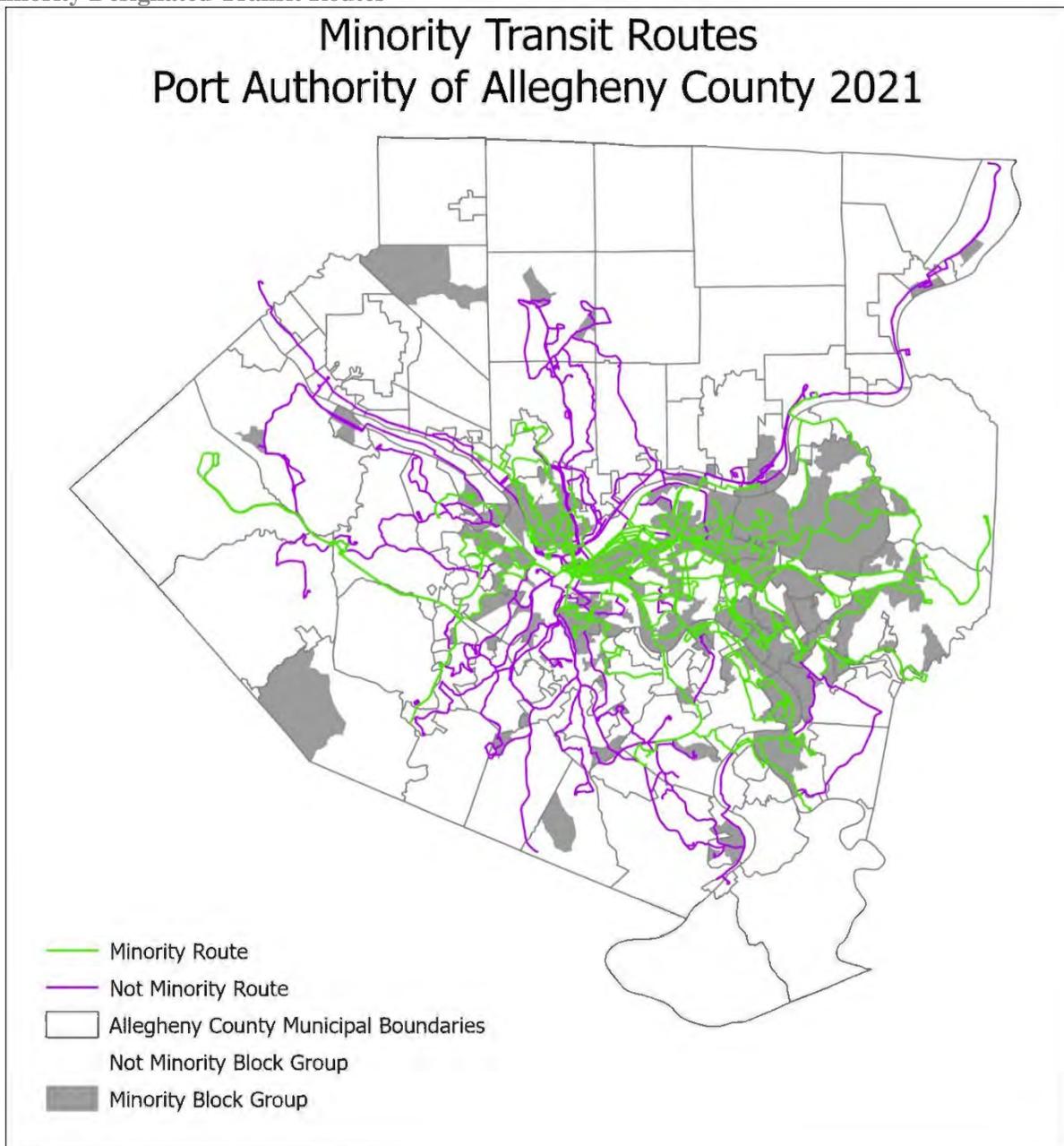
This map identifies block groups where the percentage of population identifying as a racial or ethnic minority (Hispanic, Latino, and/or non-White) is greater than 24.4%, the average for block groups in Allegheny County, according to the 2019 ACS 5-year estimates.



### Minority Transit Routes

The following map shows minority transit routes within the Port Authority system. minority transit routes are defined by the Authority as routes where at least one-third of the stops are located in a block group where the percentage minority population exceeds the percentage minority population in the service area. For the most recent Census data, this is the American Community Survey 5-year estimates from 2019. As of this data, minorities comprise 24.4% of the total population of Allegheny County. The Authority chose to use location of stops, rather than revenue miles of the route, to measure minority route status. Since some routes traverse through an area without stopping to serve, a stop location was determined to be the most accurate measure of the populations served by a route. As of November 2021, 57 out of 102 Port Authority routes are designated minority routes. A full list of minority transit routes follows the map.

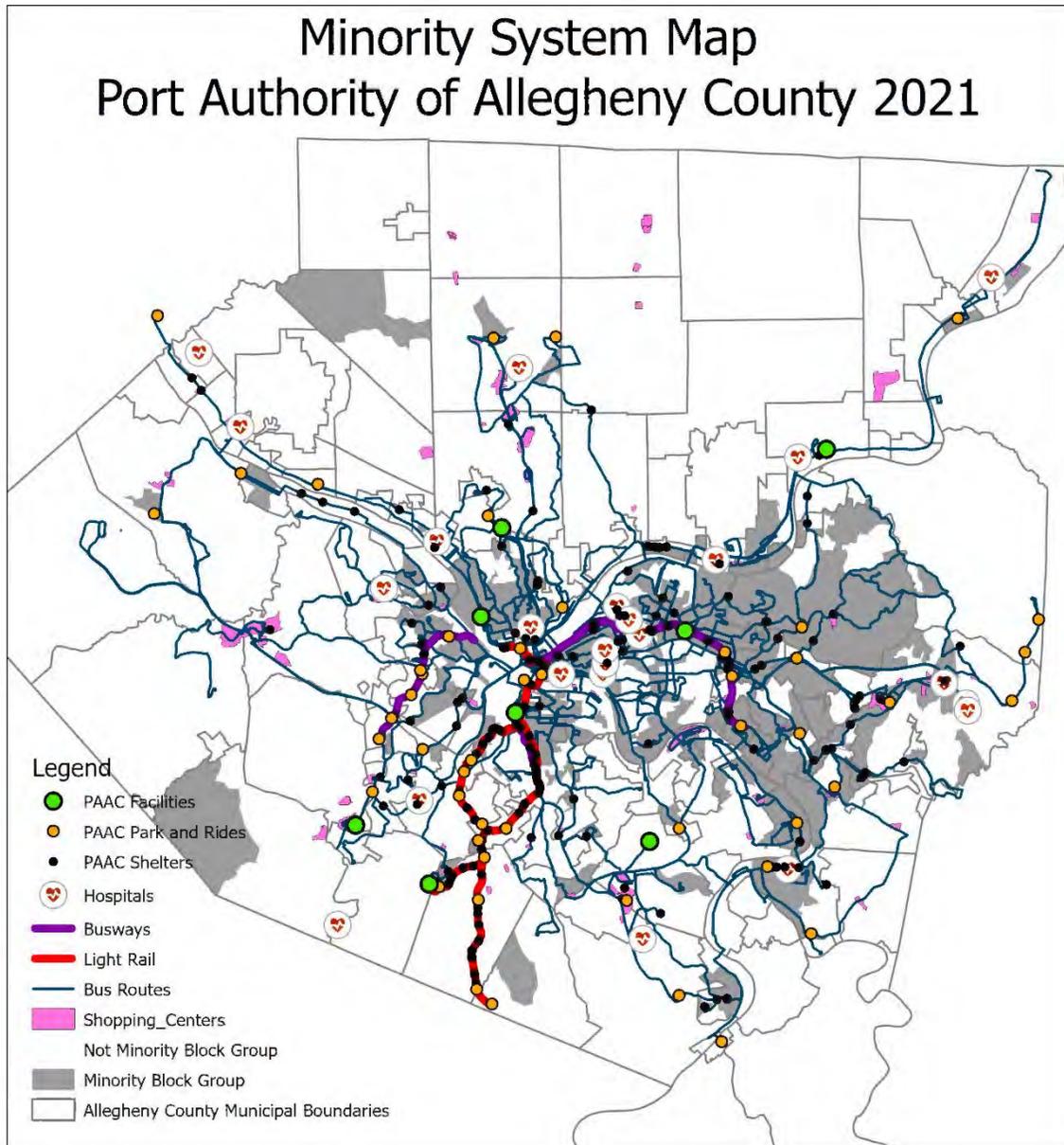
### Minority Designated Transit Routes



<b>Minority Designated Transit Routes</b>	6, 8, 11, 13, 15, 16, 17, 18, 22, 26, 27, 31, 44, 54, 56, 57, 59, 60, 64, 65, 67, 68, 69, 71, 74, 75, 77, 79, 81, 82, 83, 86, 88, 89, 93, 28X, 52L, 61A, 61B, 61C, 61D, 71A, 71B, 71C, 71D, P1, P12, P16, P17, P2, P3, P67, P68, P69, P7, P71, P78
<b>Non-Minority Designated Transit Routes</b>	1, 2, 4, 7, 12, 14, 20, 21, 24, 29, 36, 38, 39, 40, 41, 43, 48, 51, 53, 55, 58, 87, 91, 19L, 51L, 53L, BLUE, DQI, G2, G3, G31, MI, O1, O12, O5, P10, P13, P76, RED, SLVR, Y1, Y45, Y46, Y47, Y49

## Minority System Map

The map below overlays all essential Port Authority assets alongside 'minority' block groups, along with important destinations such as hospitals, grocery stores, and shopping centers.



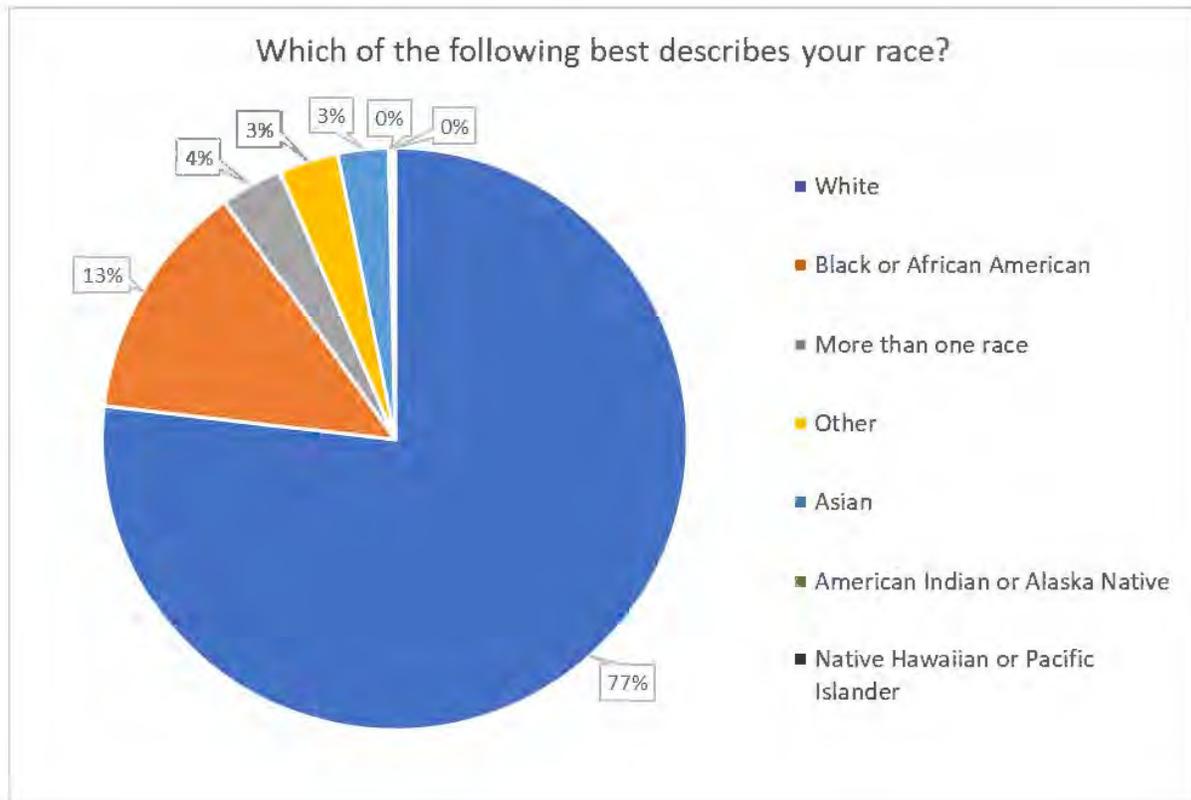
### Survey Based Customer Demographics and Travel Patterns

A customer survey was conducted in spring 2019 by the consulting firm Campos, Inc., which included 2,241 survey responses collected from online and over the phone responses. Four percent of the surveys were conducted over the phone, and the other ninety-six percent were done online. A new customer survey is planned for FY23.

#### Survey Demographics

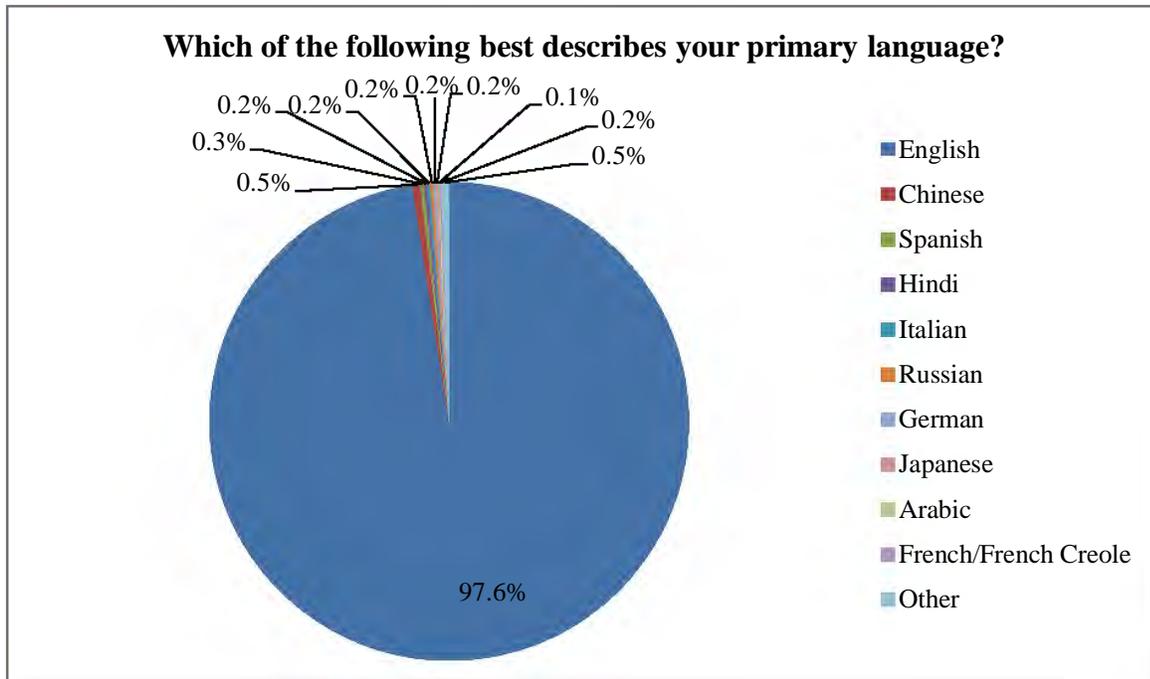
##### Race, Color & National Origin

Respondents were asked their race/ethnicity. 77% answered as white, the other 23% of respondents identified as another race. These findings are very similar to the breakdown of race for the entire population of the service area.



##### English Proficiency & Language Spoken at Home

Respondents were not asked their primary language spoken at home in the 2019 survey. In a similar survey completed in 2015, 1,931 people answered this question. 97.6% of respondents answered that they spoke English, and the other 2.4% of respondents answered that they speak another language at home. These findings are very similar to the breakdown of language for the entire population of the service area.

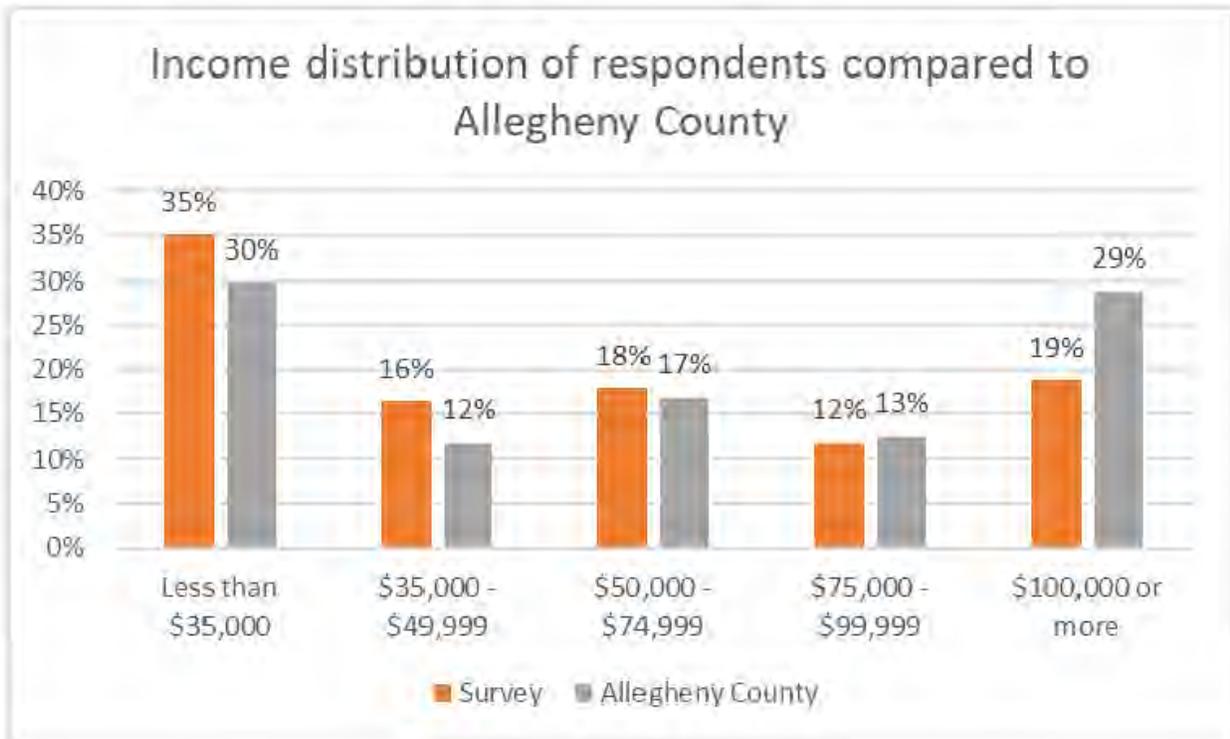


**Household Income**

Respondents were asked their household income. 1,931 people answered this question. The distribution of answers was skewed towards lower income individuals, with about 30% of respondents saying their annual household income was less than \$35,000. The fewest number of respondents said their household income was over \$175,000.



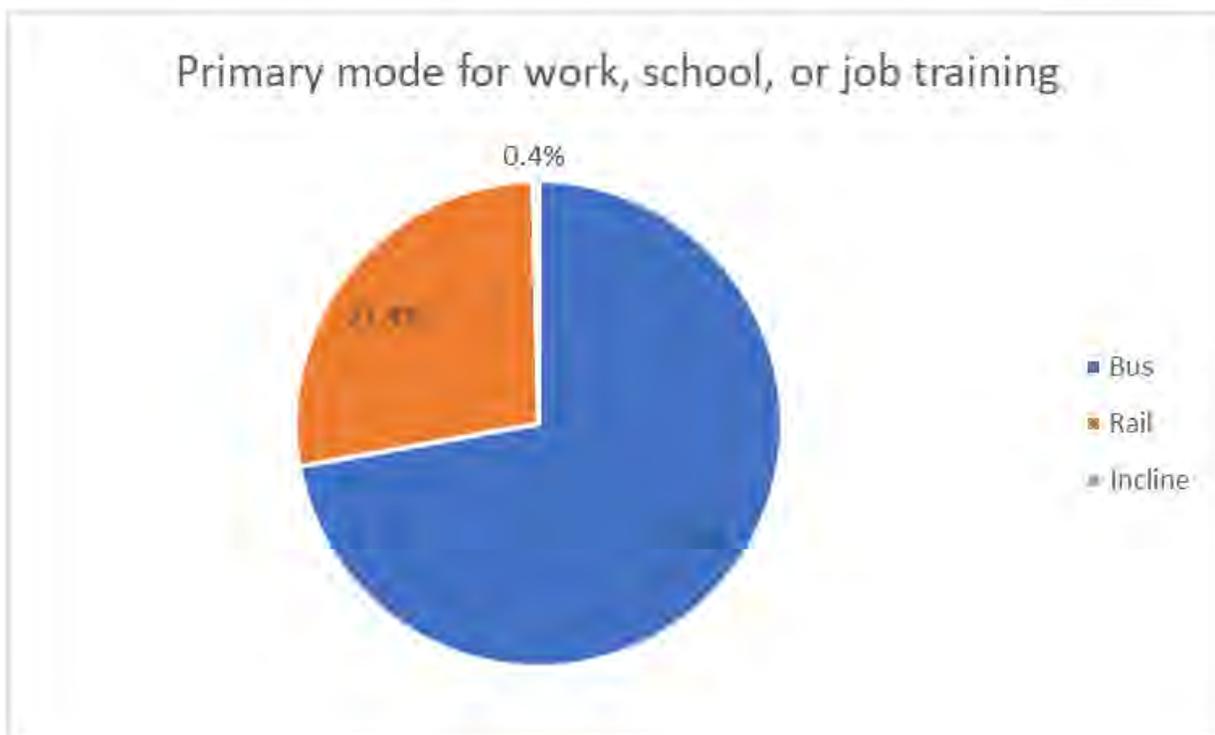
When developing a ridership profile of our riders for income, the income brackets follow the overall county demographics fairly well. Households with an annual income of \$35,000-\$49,999 are slightly overrepresented in the survey, while households making \$100,000 or more annually are underrepresented. Moderate-income households are roughly the same distribution.



#### Travel Patterns

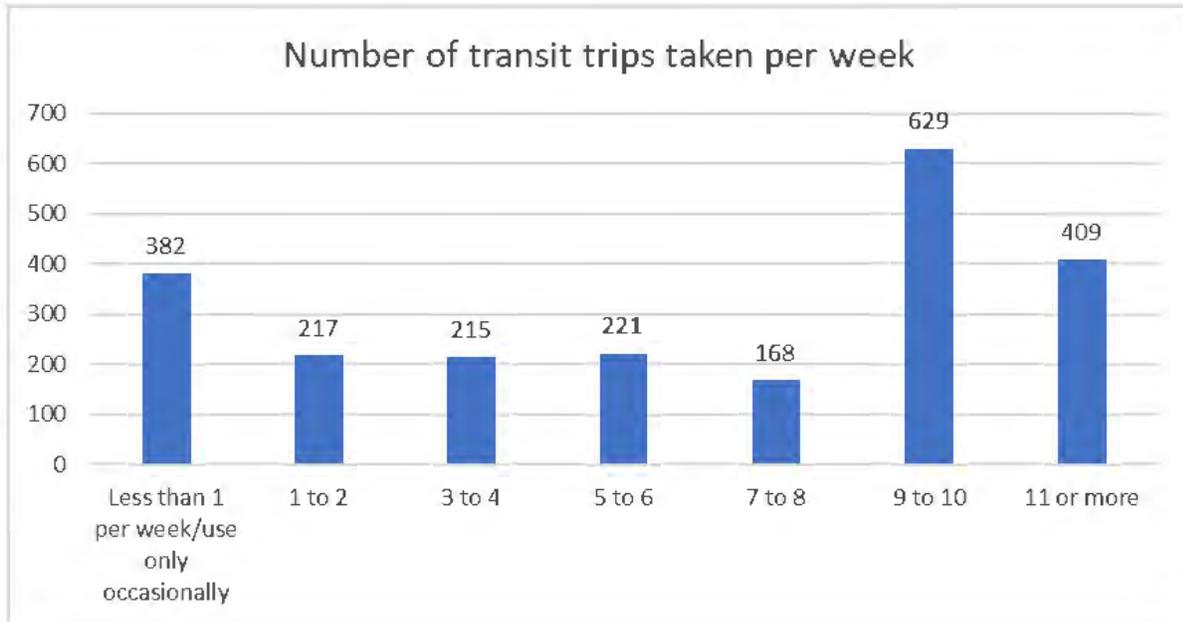
##### *Modal Usage*

The majority of transit riders (72%) reported using bus as their primary mode for work, school or job training, followed by light rail (27%) and inclined plan (0.4%).



### Frequency of Use

Most riders (46%) surveyed take more than eight trips on transit per week. 27% of riders take less than three trips per week, indicating that they are occasional or special event users only, rather than commuters or regular users.



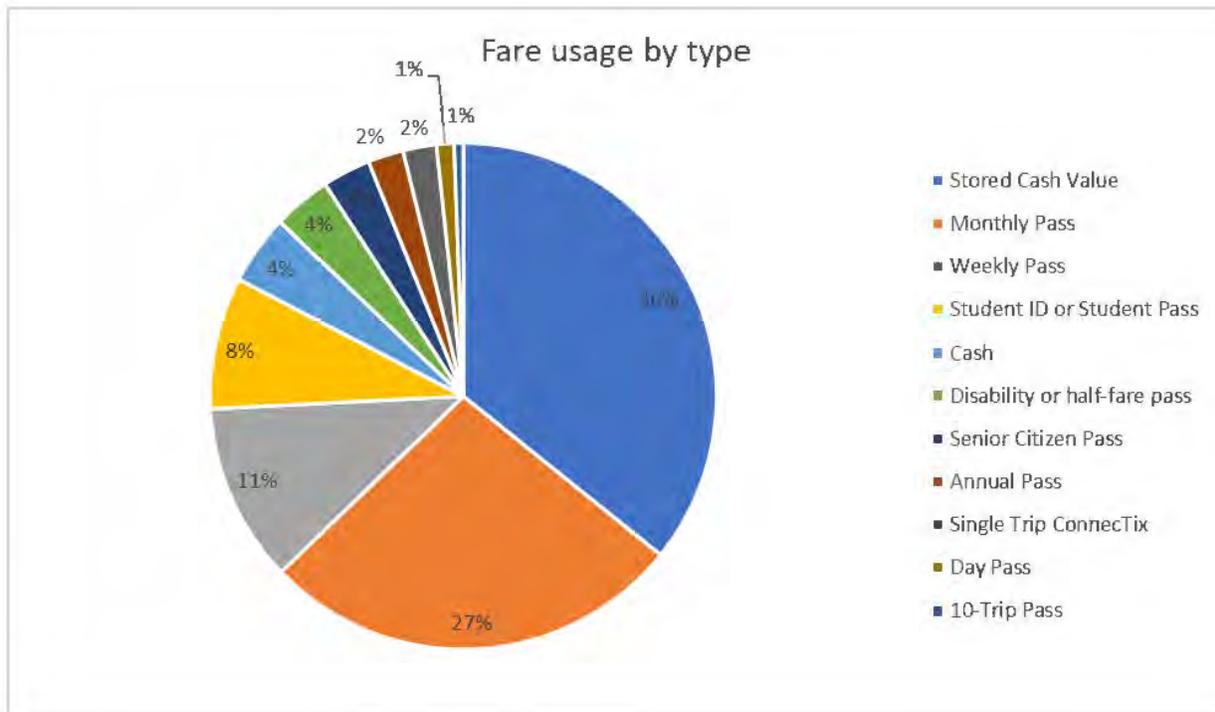
### Transfers

Transfers are needed for respondents' primary trip for 18% of riders. 82% of riders indicated that they do not require a transfer.

Transfer Needed	193
No Transfer Needed	874

### Fare Usage and Types

Port Authority allows its riders to pay for their ride in many ways. ConnectCard, the Authority's reusable payment card, can be loaded with any value (Stored value) or with a time-based unlimited pass (Weekly, Monthly or Annual). The Authority also sells tickets and books of tickets good for a trip(s), and accepts Senior Citizen and Student passes for reduced fares. Persons with disabilities also ride with a ConnectCard with reduced fares. Cash is also allowed on board vehicles as a payment method. In 2021 the Authority launched a new mobile fare payment app, and in 2022 implemented some changes to the fare system. Mobile app usage and data on the new fare types will be reported in the next Title VI program submission.

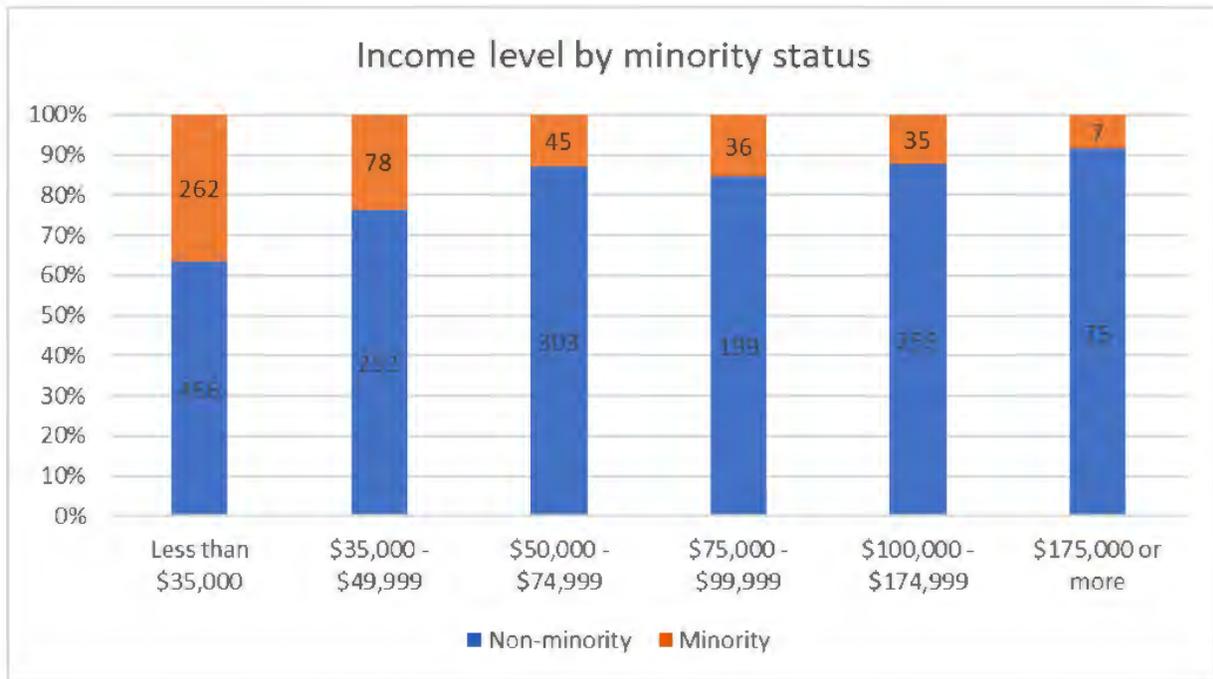


The fare usage from the riders surveyed was for a stored cash value pass (36%), followed by a monthly pass (27%), weekly pass (11%) and student IDs (8%). Cash riders made of 4% of the total.

***Ridership Profile based on Survey***

**Household Income by Minority Status**

Respondents who identified as White / Caucasian, on average, reported higher incomes than those identifying from all other races as a proportion of overall respondents. As can be seen in the graph below, minorities comprise over 25% of the lowest income bracket of respondents, while they comprise about 8% of the highest income bracket of respondents.

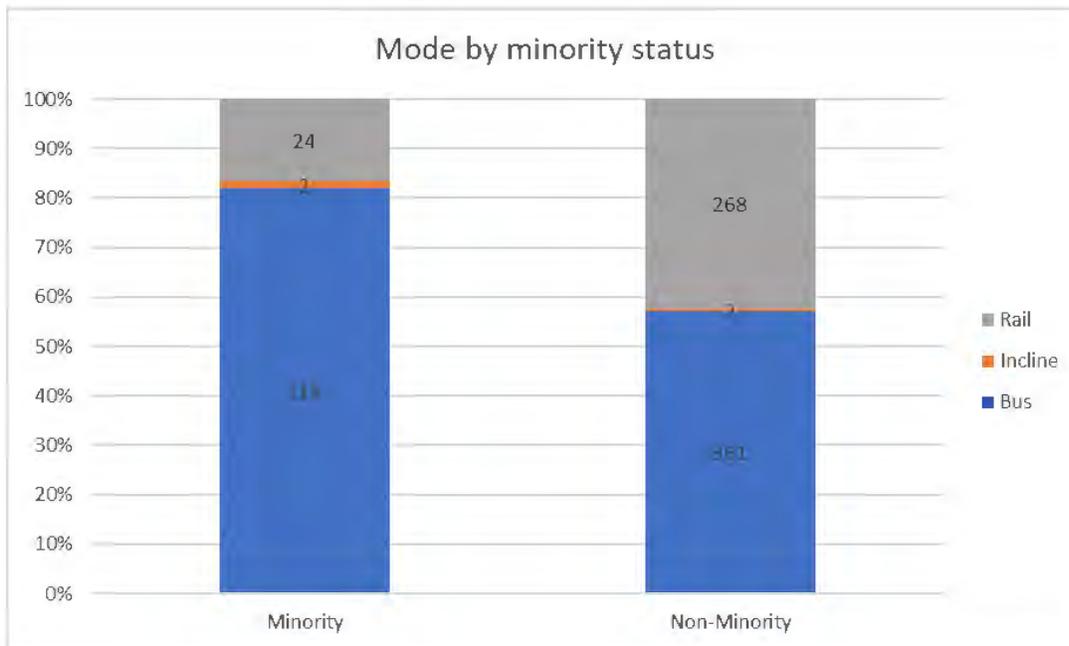


### Travel Patterns by Minority Status and Income Levels

#### Modal Usage

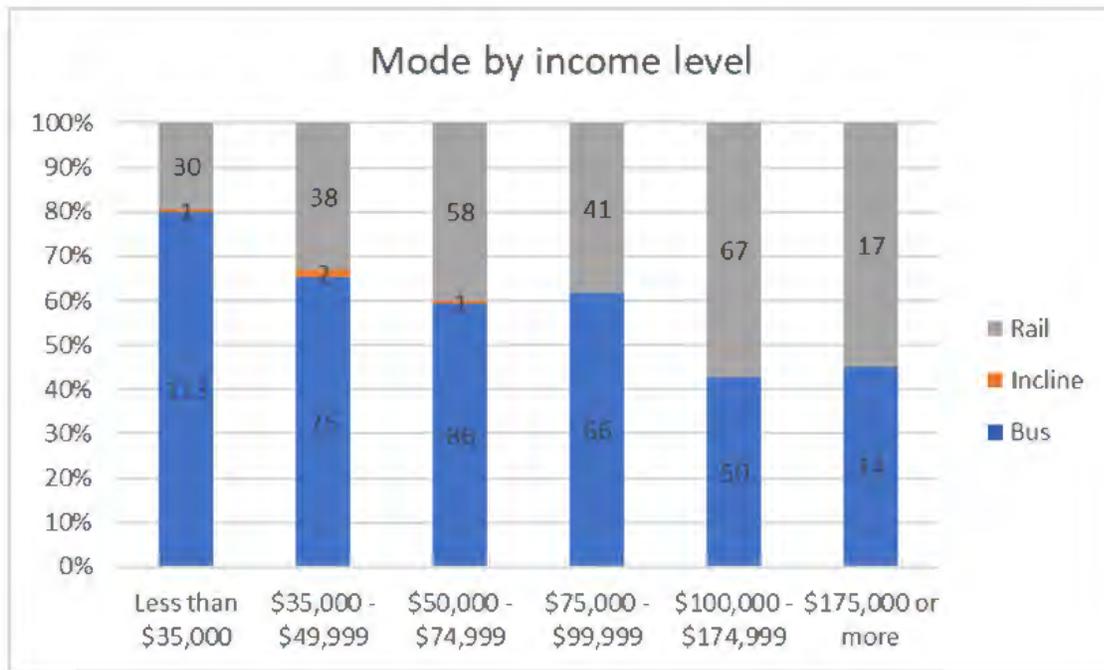
#### Modal Usage by Minority Status

The graph and chart below show the breakdown of transit modes used by minority and non-minority groups. Minorities use bus significantly more than non-minority riders and use light rail significantly less than non-minority riders.



### Modal Usage by Income

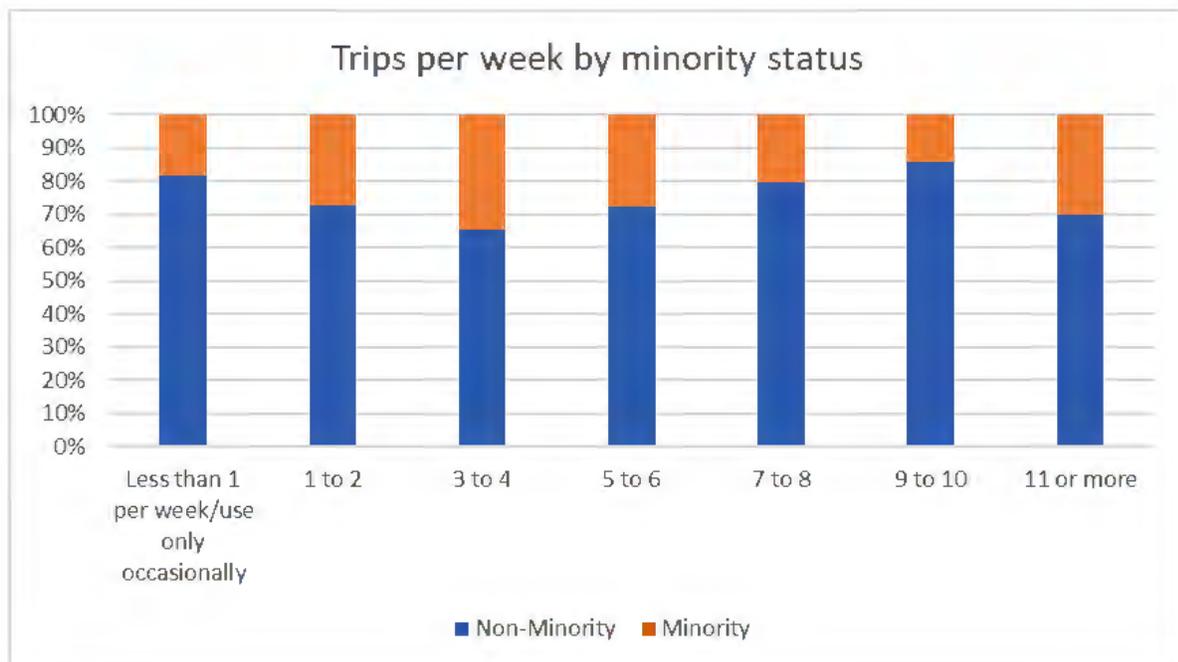
Modal use by income is quite significantly different between the lowest income bracket and the highest. As incomes increase, riders become more likely to ride on light rail over bus.



### Frequency of Use

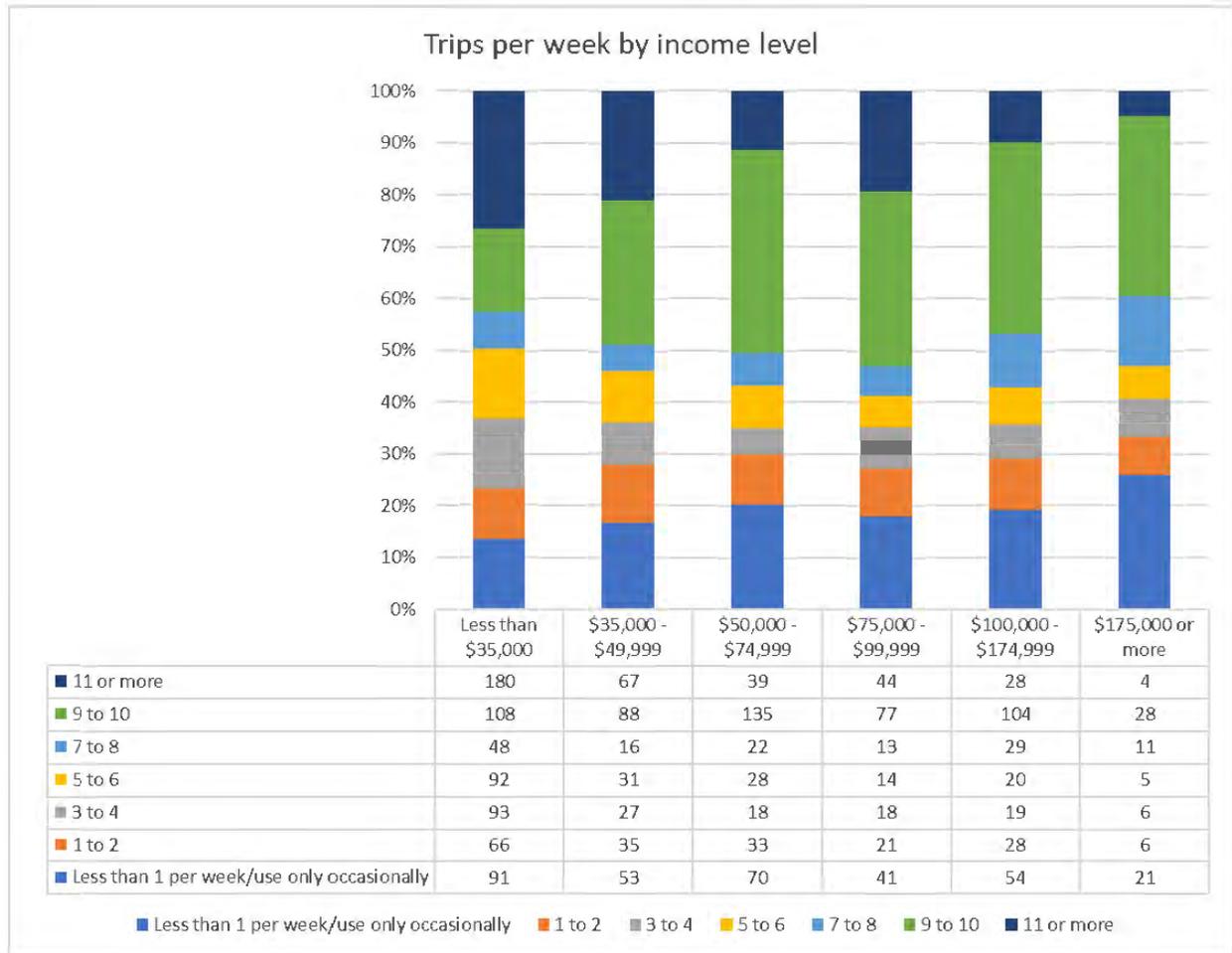
#### Frequency of Use by Minority Status

The frequency of transit use by minority or non-minority status is shown below. Minority riders are more likely than non-minority riders to use transit 11 or more times per week, meaning they ride more often than just the typical 10 commute trips per week. Non-minority respondents were more likely to say they used transit only occasionally.



### Frequency of Use by Income Levels

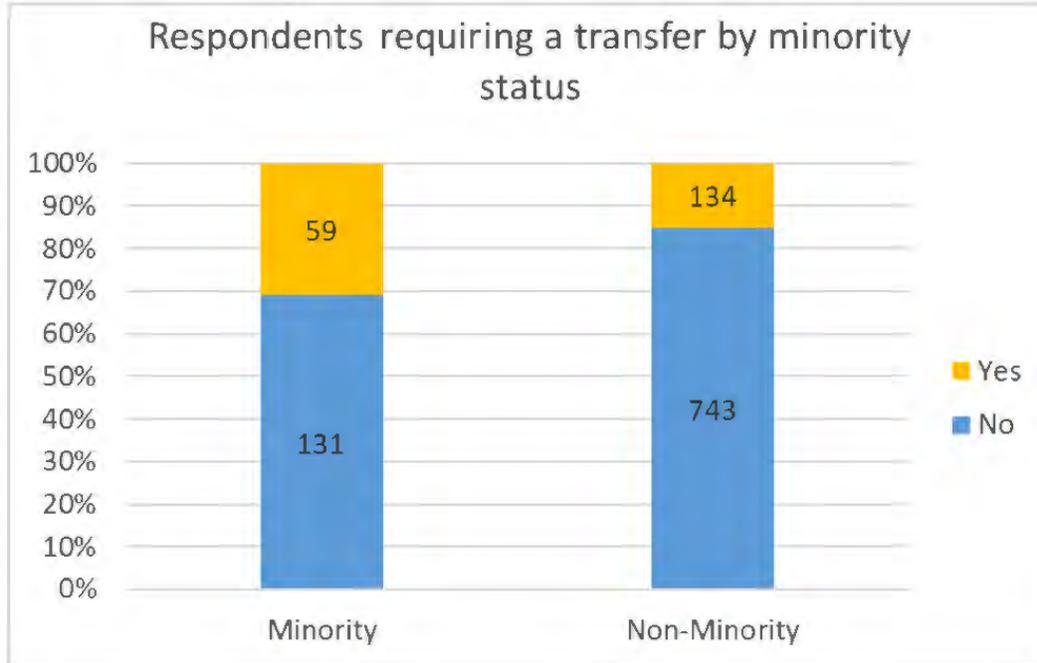
Lower income riders are most likely to ride most often due to more transit reliance in this income bracket. As income increases, the percentage of riders taking more than 11 trips drops dramatically from 27% of riders making under \$35,000 per year to 5% of riders making more than \$175,000 per year. People riding 9-10 trips per week, the average 5-day work week commute, increases with income levels.



### Transfers

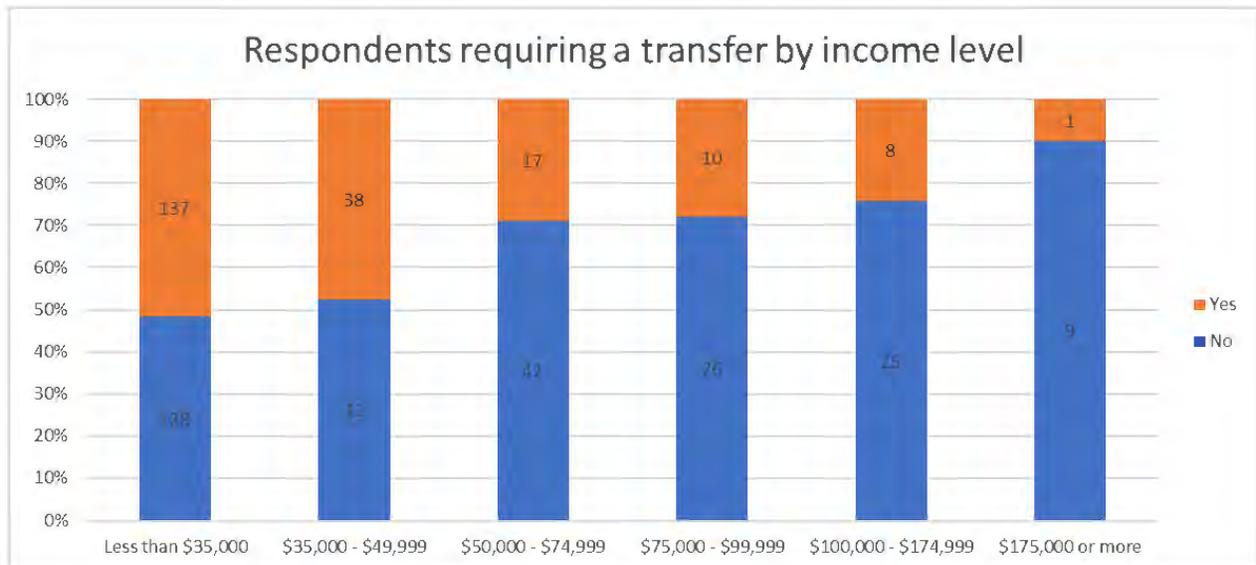
#### Transfers by Minority Status

Overall, 18% of riders stated that they required a transfer to a second transit vehicle to complete their primary trip. Minority riders require significantly more transfers than non-minority riders as a percentage; 31% of them need a transfer, compared with 15% of non-minority riders.



#### Transfers by Income Level

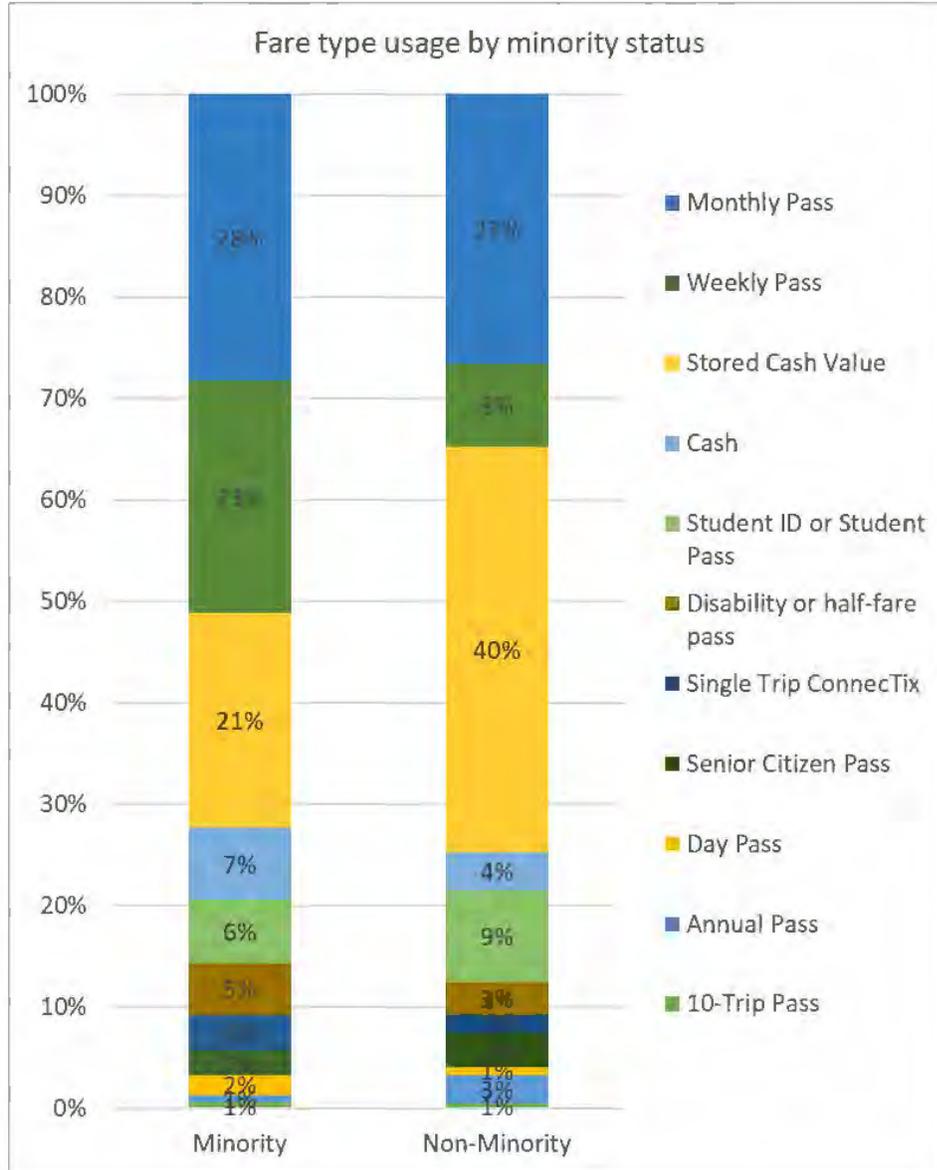
Riders requiring a transfer are more likely to be in a lower income bracket, with 52% of respondents making less than \$35,000 a year requiring a transfer, compared to only 3% of those making over \$100,000 a year requiring a transfer.



## Fare Usage

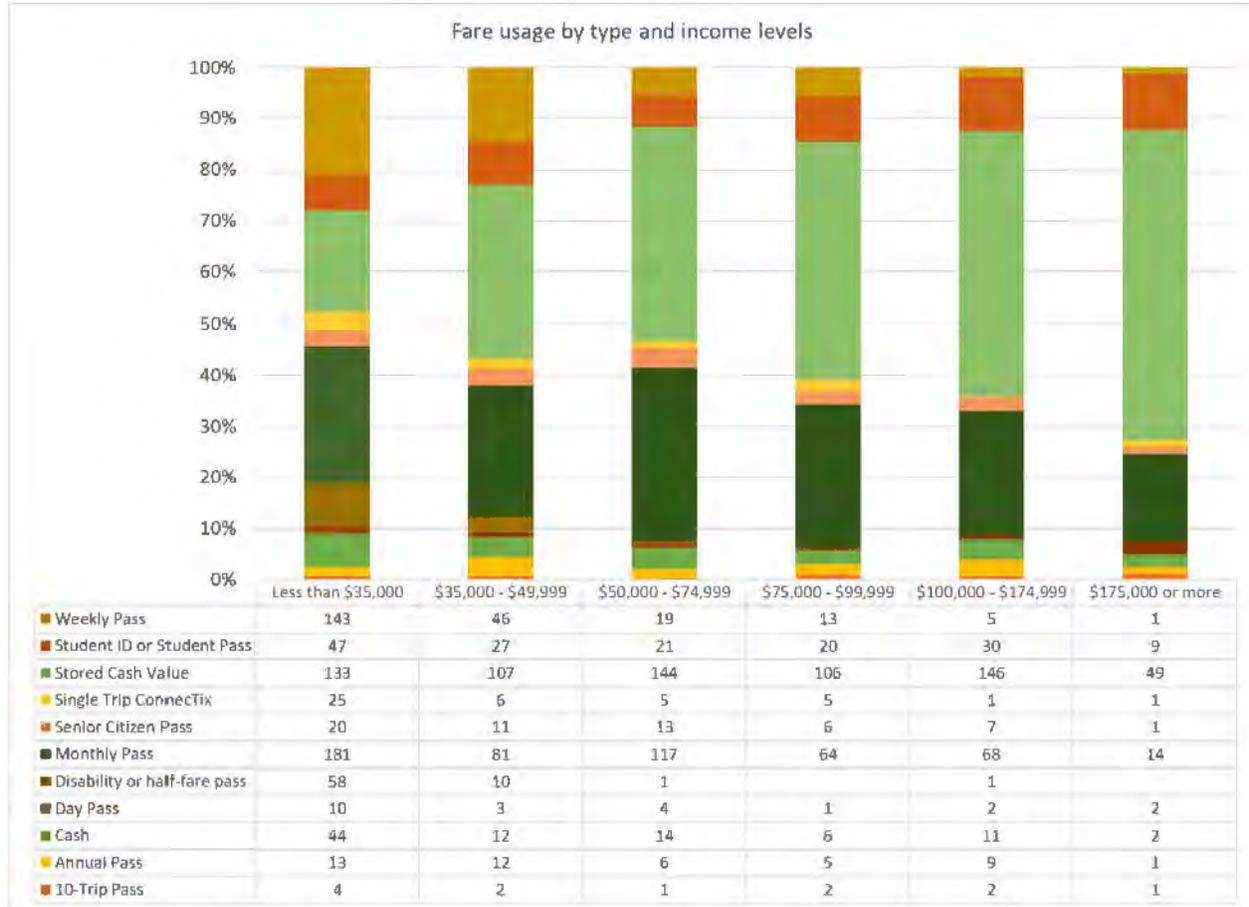
### Fare Usage by Race

Non-minorities are significantly more likely to use stored cash value, and less likely to use weekly and monthly passes. Additionally, minorities are about twice as likely to use cash as non-minorities, though the sample size is small. Other pass types are roughly aligned between the two groups.



### Fare Usage by Income Levels

As can be seen in the graph below, there are some trends to fare usage by income levels. As income levels rise, the proportion of stored cash value riders increases, while the proportion of monthly and weekly pass users decreases. This is likely because higher income riders tend to ride less often, and prefer to pay per ride, while lower income riders tend to ride more often and prefer to buy a pass for unlimited rides.



## CHAPTER 4 SERVICE MONITORING

### Monitoring

The metrics to measure disparate impact and equity of transit amenity distribution are defined in Chapter 2 of the Title VI Program. The most recent ACS data was used throughout the program document and various analyses as available at the time they were completed. Where Census data are used, the specific dataset used is noted.

Service Standards from Chapter 2 are all evaluated annually and reported to the Board in a form of an Annual Service Report. The Title VI pages of the Annual Service Reports for FY2020 and FY2021 are attached as Appendices F and H, respectively (note that the Authority changed from a calendar based annual report and a fiscal based annual report between CY2018 [January 2018 – December 2018] and FY2020 [July 2019 – June 2020]). As such, there is no annual report for the months of January 2019 – June 2019). Meeting minutes from presentations to Committee/Board members of the Annual Service Reports are also attached for reference as Appendices G and I, respectively. In addition to this annual reporting, a summary of Service Standards and Policies for all three years is below.

**No service standards or policies analyzed were found to have a disparate impact on minority areas or routes.**

### Performance of Minority and Non-minority Routes

#### *Disparate Impact Policy*

FTA Circular 4702.1B defines disparate impact as a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives, but with less disproportionate effects on the basis of race, color, or national origin.

The Disparate Impact Threshold is defined for this section as the impact of any Service Standard or Policy that results in a minority population bearing adverse effects which are 20 percent more than the adverse effects borne by the non-minority population. Disparate impacts of less than 20 percent are determined to be insignificant in nature and will not bear further review or monitoring.

**Summary of Analyses**

The service standards and policies are analyzed in this chapter to determine if a significant (>20%) disparate impact exists between minority and non-minority areas/routes throughout the transit system. **No service standards or policies were found to have a disparate impact on minority areas or routes.** A summary of the results follows:

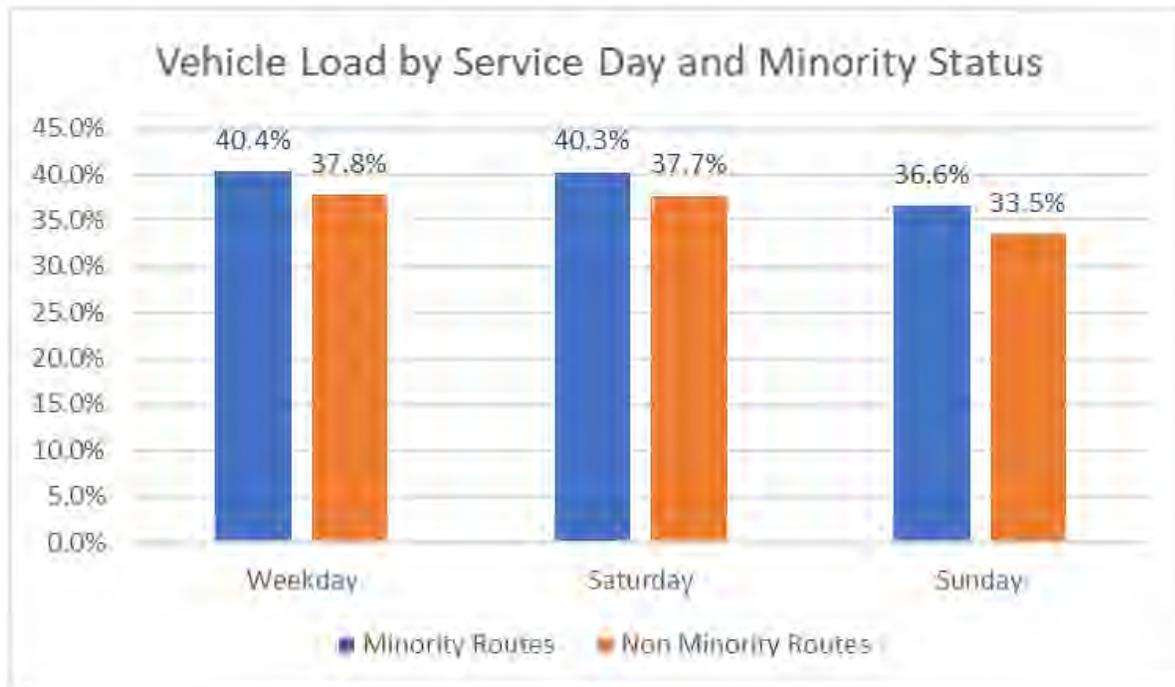
	Minority Areas/ Routes	Non-minority Areas/ Routes	Difference	Disparity Exists	Level of Disparity	Significant to Disparate Impact Threshold of >20%?
<b>Service Standards</b>						
Vehicle Load (percent full)	40.1%	37.5%	-2.6%	Yes	6.5%	<b>No</b>
Vehicle Headway (minutes)	40.8	44.9	4.11	No	NA	NA
On Time Performance	70.9	72.1%	-1.2%	Yes	1.7%	No
Service Availability (Census Block Groups)	97%	83.4%	13.6%	No	NA	No
<b>Service Policies</b>						
Transit Stops with Shelter per square mile	1.2	0.28	0.92	No	NA	No
Fare Purchase Locations per square mile	0.36	0.13	0.23	No	NA	No
Schedule Locations per square mile	0.66	0.15	0.51	No	NA	No
Park and Ride Spaces per square mile	31.78	16.54	15.24	No	NA	No
Vehicle Age (years)	4.85	4.91	0.06	No	NA	No

**Vehicle Load**

**Bus**

For this section, trips between 2019 and 2021 were analyzed to determine maximum passenger load versus capacity. “Capacity” was defined as seated load, apart from the period of 4/13/2020 through 5/31/2021, when capacity was limited to 10 to 25 riders depending on vehicle size due to the coronavirus pandemic.

On routes designated as minority routes, the average peak maximum load was 40.1%. On routes not designated as minority routes, the average peak maximum load was 37.5%. The difference between average peak maximum load on minority routes and non-minority routes was 2.6%. This difference is larger than in previous submissions due to the relatively higher ridership in minority communities compared to non-minority areas during the peak of the pandemic period. However, the difference is not large enough to be a disparate impact.



**Light Rail**

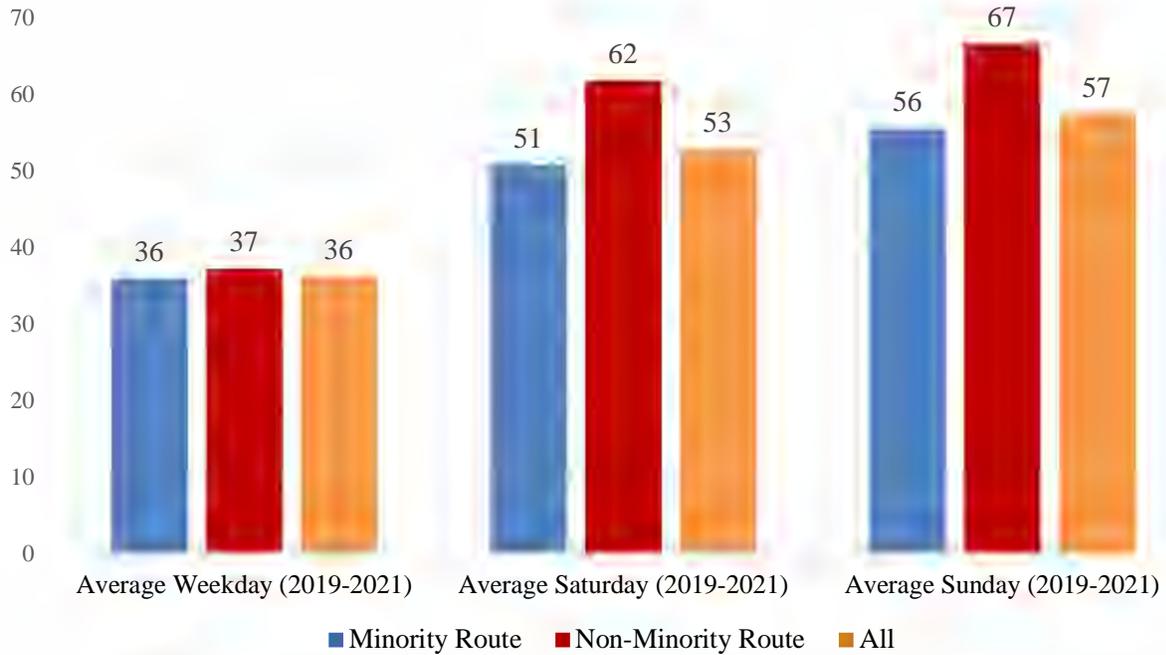
Light rail vehicles do not have passenger counters, and as such no load information is available for this period. All three light rail routes are considered non-minority routes. APC installation and testing began in 2021 so that by the next program submission, such data is available.

**Vehicle Headway**

Average vehicle headway by day of week and minority status can be seen in the table below. There is no disparate impact on any day of the week or overall; conversely, minority routes have a smaller headway (more frequent service) than non-minority routes on all days of the week.

Day of Week	Minority Routes	Non-minority Routes	Difference	Disparate Impact?	Overall
Weekday	35.9	37.2	1.32	No	36.2
Saturday	50.8	61.8	10.97	No	52.8
Sunday	55.5	66.6	11.17	No	57.4
All	46.0	50.9	4.11	No	46.9

### Average Headway by Route Destination and Day of Week



All route groups fall well within the service policies set for vehicle headways by service type and day of week.

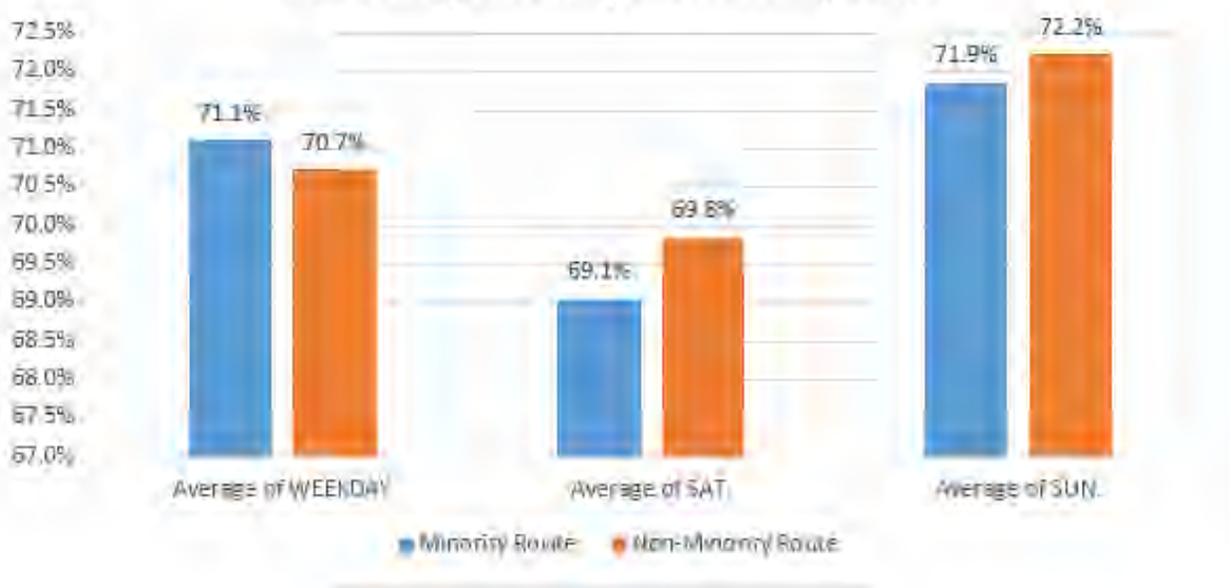
#### **On-Time Performance**

Port Authority defines on-time performance (OTP) as any transit vehicle arriving to its scheduled time point one minute early up to five minutes late. OTP for all modes this period for all modes was 71.5% on time.

#### **Bus On Time Performance**

On time performance data included in this analysis is for years 2019 through 2021. Average on time performance on bus routes for this period was 71%. On routes designated as minority routes, the on time performance was 71.2%. On routes not designated as minority routes, the on time performance was 70.7%. Minority routes performed 0.5% better than non-minority routes for this period.

Bus OTP by Weekday and Minority Status



**Light Rail On Time Performance**

From 2019 to 2021, light rail on time performance averaged 87.4%. This value is slightly below the goal of 90% on time performance set for light rail in the service guidelines. All three light rail routes are considered non-minority routes per the demographic analyses conducted in Chapter 3, and therefore LRT on-time performance by minority and non-minority route cannot be computed.

**Service Availability**

Average service availability for calendar years 2019-2021 is shown below. As of the end of 2021, 88.1% of Block groups within Allegheny County had transit service. 97% of minority Census Block groups have service and 83.4% of non-minority Census block groups had service. The difference between service availability on minority routes and non-minority routes was 13.60% in favor of minority block groups.

	Census Block groups Served	Meets Guideline?	Minority Census Block Groups Served	Non-minority Census Block Groups Served	Difference	Disparate Impact?
<b>Block groups Served</b>	969	Yes	359	610	+13.6%	No
<b>Total Possible</b>	1100		369	731		
<b>Percent Served</b>	86.64%		97%	83.4%		

## Distribution of Transit Amenities

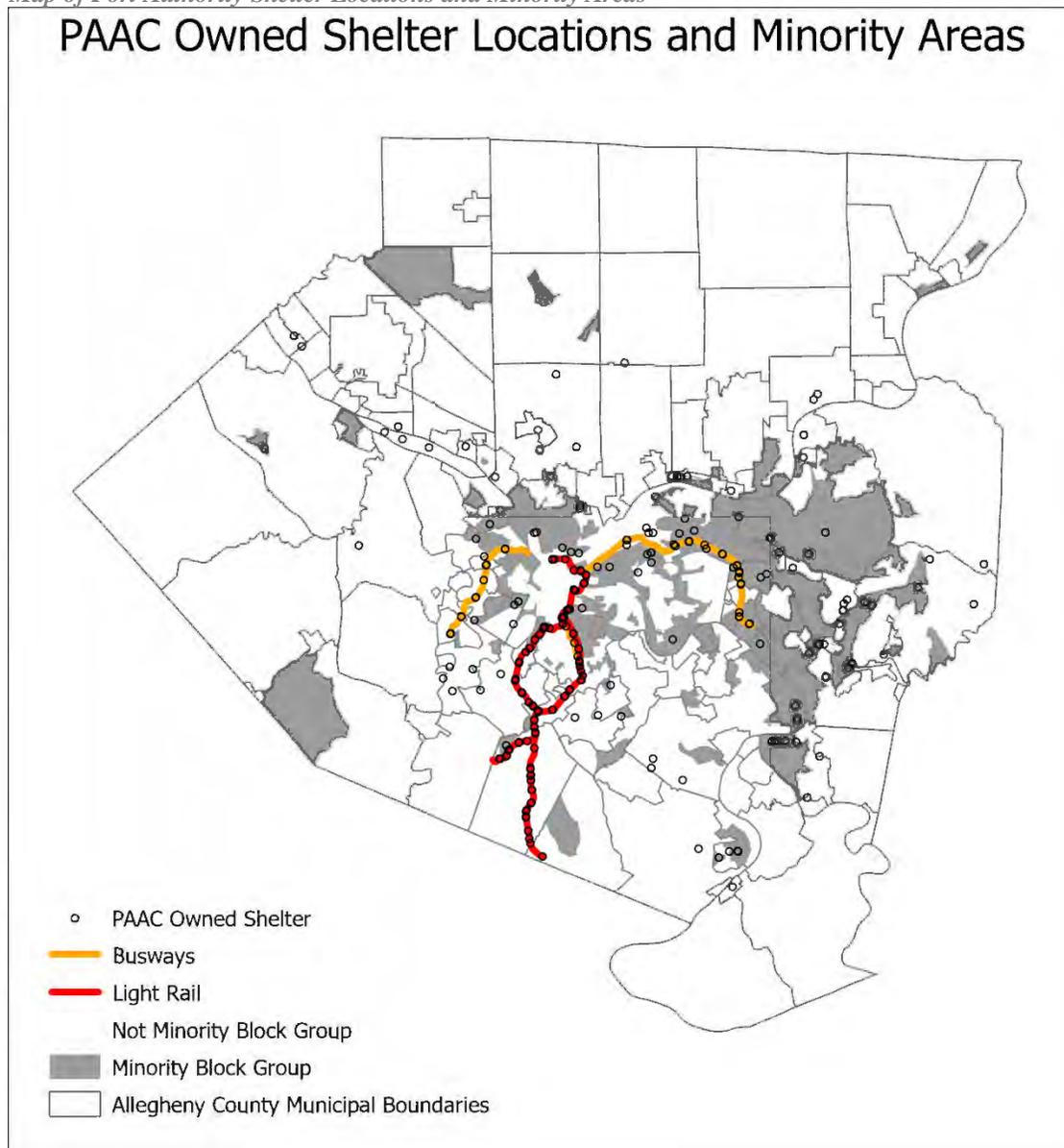
### Seating

Seating is assumed to be located at places with shelter. See shelter section.

### Shelters

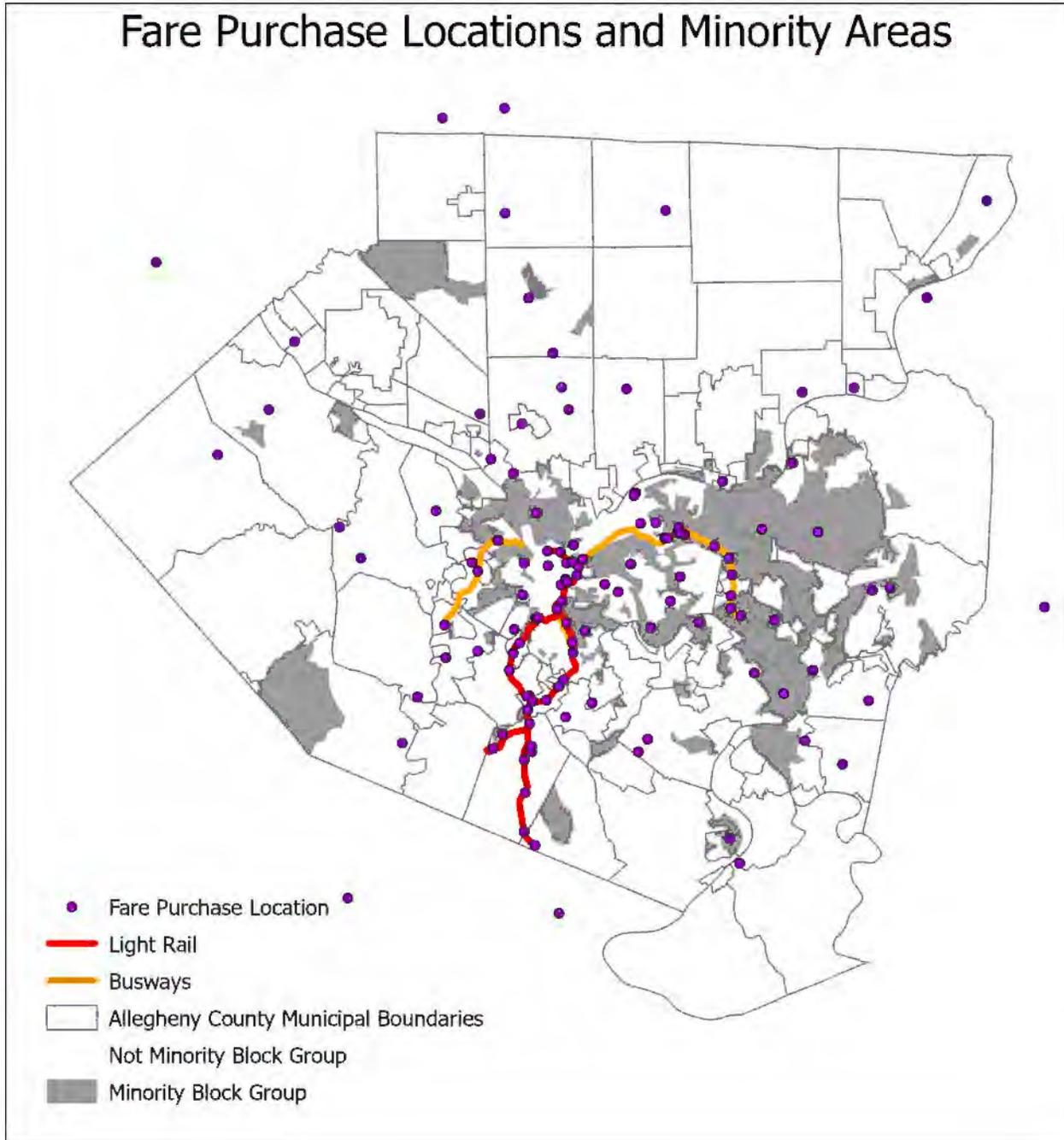
The total number of bus shelters and stations with shelter owned by Port Authority in 2022 was 294. Of these, 115 (39%) were in minority areas and 179 (61%) were not. The following map shows the location of these shelters and minority block groups. These figures does not include shelters which are owned by third parties. The Authority places shelters based on gaps in existing advertising shelters which are owned by a third party and overseen by municipal governments. This equates to 1.2 stops/stations with shelters per square mile in minority areas, compared with 0.28 stops/stations with shelters per square mile in non-minority areas. Shelters are provided in minority areas at a 327% higher rate per square mile than in non-minority areas, so there is no disparate impact in shelter locations.

Map of Port Authority Shelter Locations and Minority Areas



### Fare Product Purchase Locations

The Authority has 122 locations where fare products can be purchased. 115 of these locations are within the county: 34 in minority areas and 70 in non-minority areas. The following map shows these locations. This equates to 0.36 locations per square mile in minority areas, and 0.13 locations per square mile in non-minority areas. Minority areas therefore have nearly three times the number of locations where fares can be purchased per square mile than non-minority areas, so there is no disparate impact with regards to fare purchase locations.



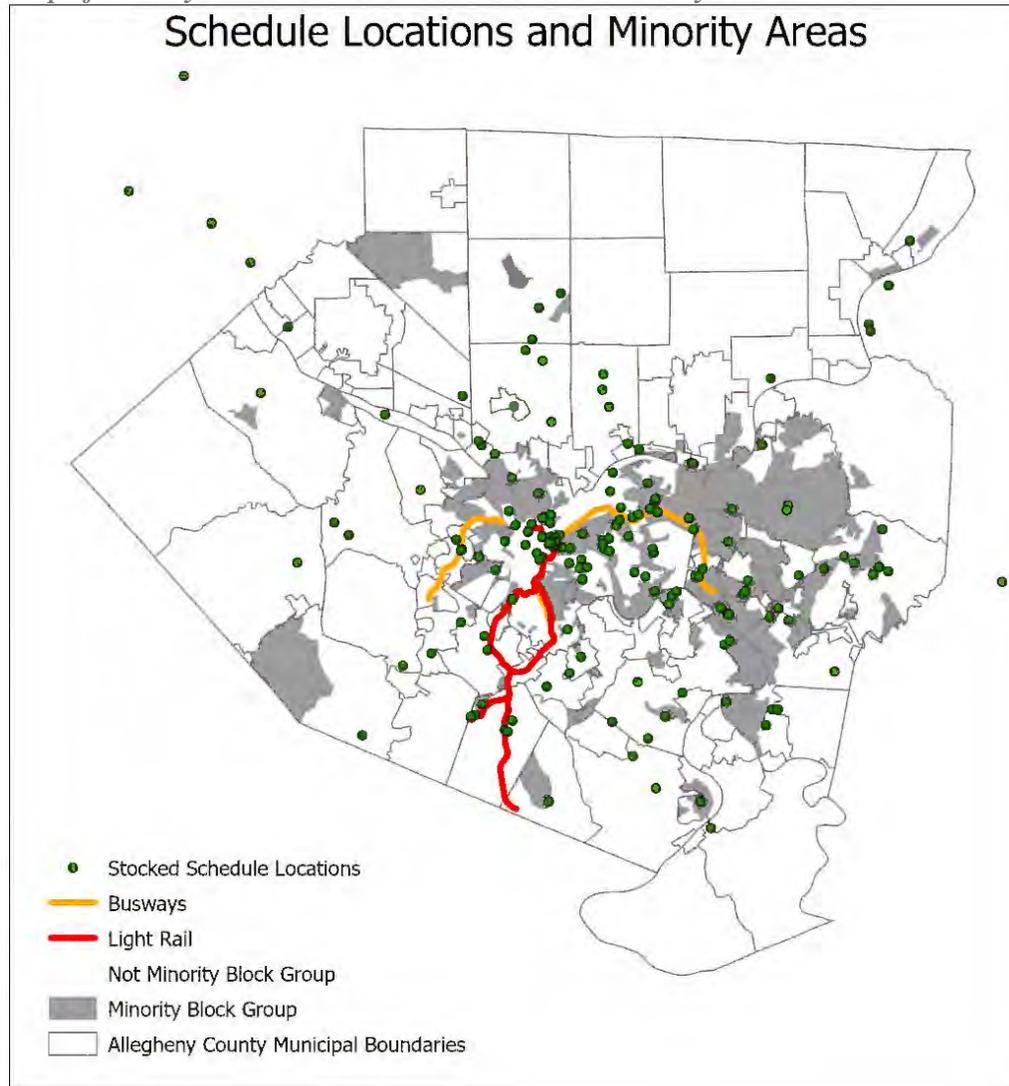
### Signs and Maps

Port Authority has many signs and maps within its system. These products are mainly located at fixed guideway stations. The Authority does not maintain a database of the locations of these products at this time, due to staffing limitations. However, the Authority hired a Wayfinding Coordinator in late 2021 and a task of this new position will be to map all signage and maps that passengers interact with for the next program submission.

### Schedules

Route schedules are sent to 158 unique locations around Allegheny County where they are stocked. The Authority sends schedules to various other agencies as they are requested, but these are not under the control of the authority and as such are not included in this analysis. There are also 10 locations outside of the county that are not included in this analysis. The following map shows the stocked schedule locations and minority block groups. Of these 158 unique locations, 63 of them are in minority areas (40%), and 95 are in non-minority areas (60%). This equates to 0.66 locations per square mile in minority areas, and 0.15 locations per square mile in non-minority areas. Minority areas therefore have over four times the access to printed schedule materials than non-minority areas, so there is no disparate impact with regards to schedule stock locations.

*Map of Actively Stocked Schedule Locations and Minority Areas*

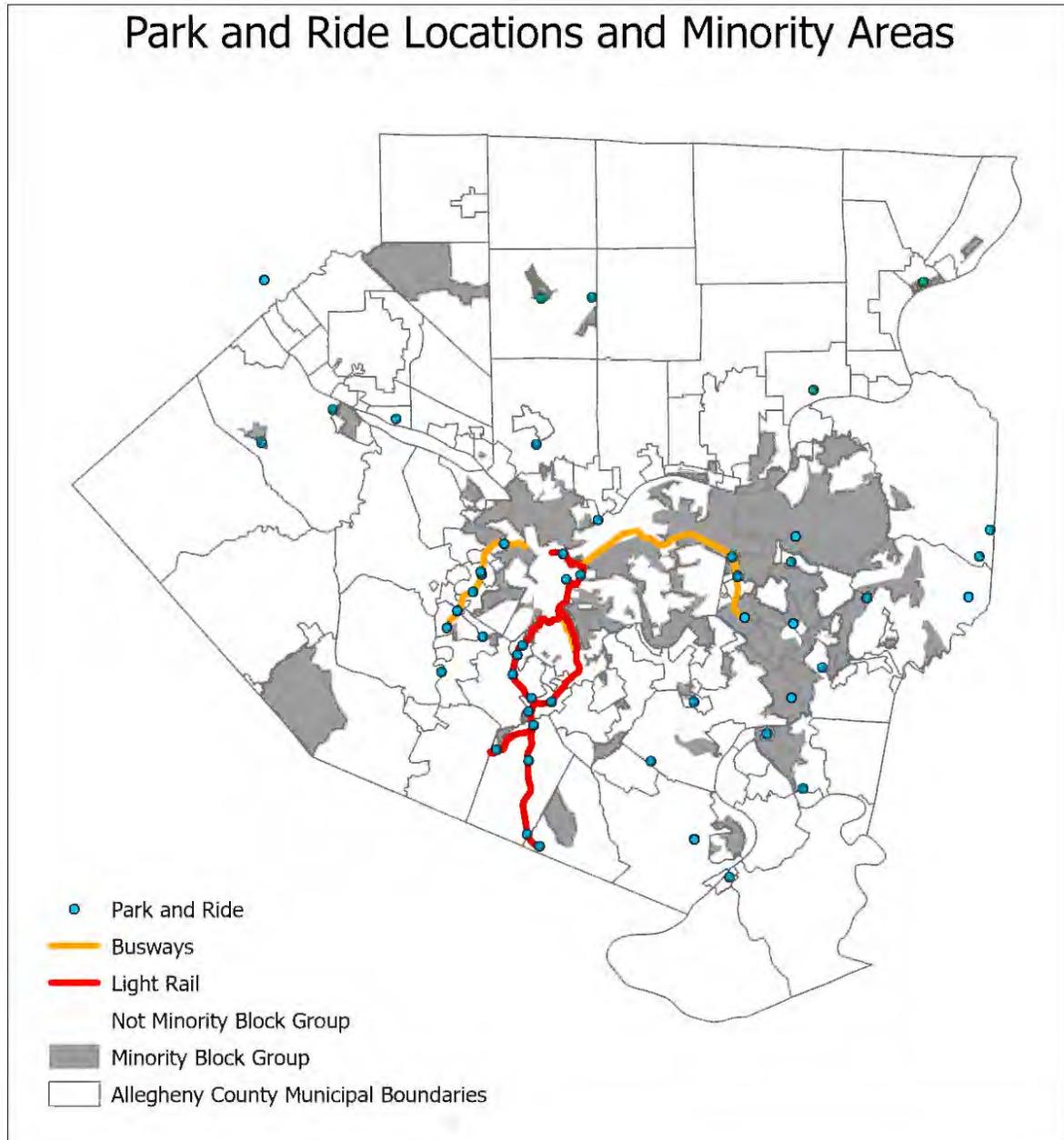


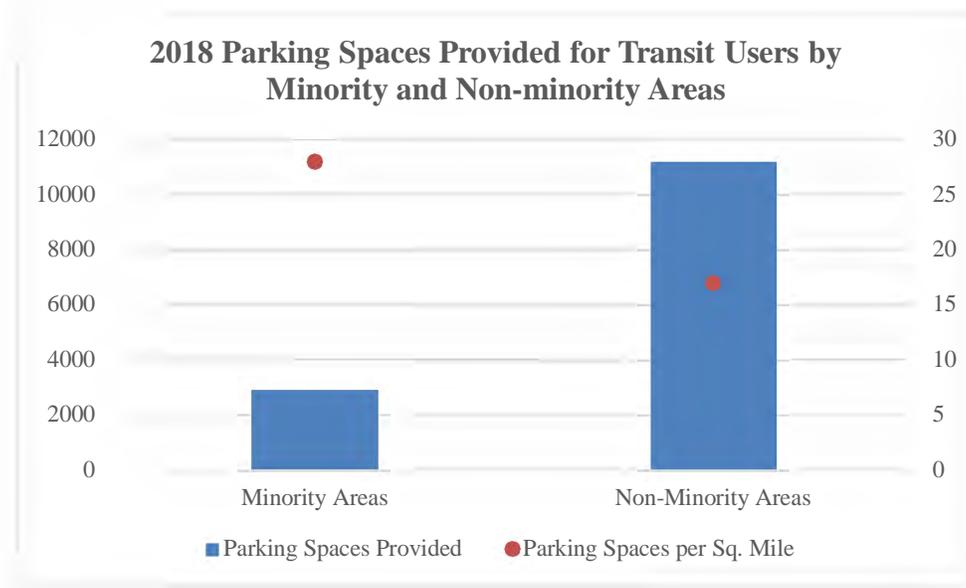
### Waste Receptacles

The Authority does not maintain waste receptacles beyond those found at fixed guideway stations.

### Park and Ride Lots

In 2022, there were approximately 13,529 parking spaces at Port Authority Park and Ride lots throughout Allegheny County. The map below shows the location of these park and ride lots and minority block groups. The average parking spaces per square mile for minority block groups was 32 spaces. In non-minority block groups, the average parking spaces per square mile was 17 spaces. This is shown in the chart on the following page. Per square mile, minority areas had nearly double the number of parking spaces, so there is no disparate impact in the availability of parking.





**Escalators/Elevators**

The Authority does not maintain escalators or elevators beyond those found at fixed guideway stations.

**Vehicle Assignment**

In order to analyze vehicle assignment by age, a single quarter sample (September - November) of routes is taken each year. This data is then matched with vehicle age at that time for each vehicle in the system. These matched data are then aggregated for the whole quarter to determine an average age of vehicles sampled on each route in the system. Routes are then aggregated based on their minority/non-minority status to develop an average age per vehicle in each of these two route groups. The results in the table below indicate that no disparate impact exists between minority and nonminority route bus ages. On average, buses on minority routes were 13% newer than vehicles on non-minority routes.

In 2021, vehicle age averaged 4.8% older on minority routes than non-minority routes. This is largely due to the older average age of articulated vehicles at East Liberty and West Mifflin garages, which have a high number of minority routes. These larger vehicles are more likely to be assigned to minority routes to prevent overcrowding due to high ridership. In 2021, articulated buses averaged 3.1 years older than 40-foot vehicles used at East Liberty, and 5.1 years older than 40-foot vehicles used at West Mifflin. Port Authority has ordered 107 new articulated vehicles to replace these aging buses.

<b>Year</b>	<b>Sample Size</b>	<b>Sample Size - Minority Routes</b>	<b>Sample Size - Non Minority Routes</b>	<b>Average Age - Minority Routes</b>	<b>Average Age - Non Minority Routes</b>	<b>Difference</b>	<b>Pct Difference</b>	<b>Disparate Impact?</b>
<b>2019</b>	388,455	258,680	129,775	4.71	4.92	0.21	4.4% newer	No
<b>2020</b>	225,212	145,152	80,060	4.91	5.00	0.09	1.8% newer	No
<b>2021</b>	207,249	136,259	70,990	5.07	4.83	-0.24	-4.8% older	No
<b>Summary</b>	<b>820,916</b>	<b>540,091</b>	<b>280,825</b>	<b>4.90</b>	<b>4.92</b>	<b>0.02</b>	<b>0.4% newer</b>	<b>No</b>

***Approval from Board on Monitoring Program PENDING***

A copy of the Board resolution amending and approving Port Authority’s Title VI Program, including the program to monitor and analyze disparate impacts and disparate burdens relative to major service and fare changes, can be found in Appendix J.

# CHAPTER 5 EVALUATION OF MAJOR SERVICE AND FARE CHANGES

## Policies and Procedures

### *Disparate Impact and Disproportionate Burden Policy*

A copy of Port Authority's Disparate Impact and Disproportionate Burden Analysis Policies for Major Service Changes or Fare Changes can be found in Appendix K. This document defines major service changes, disparate impacts, disproportionate burdens, and the thresholds used to determine if significant, adverse impacts exist. This policy has not changed since the prior Title VI Program submission to the FTA.

As a summary of the policy document that informs the analyses on the following pages, both disparate and disproportionate impacts are determined to be present when adverse service or fare changes impact minority and/or low-income groups at a level 20% or more higher than their counterparts.

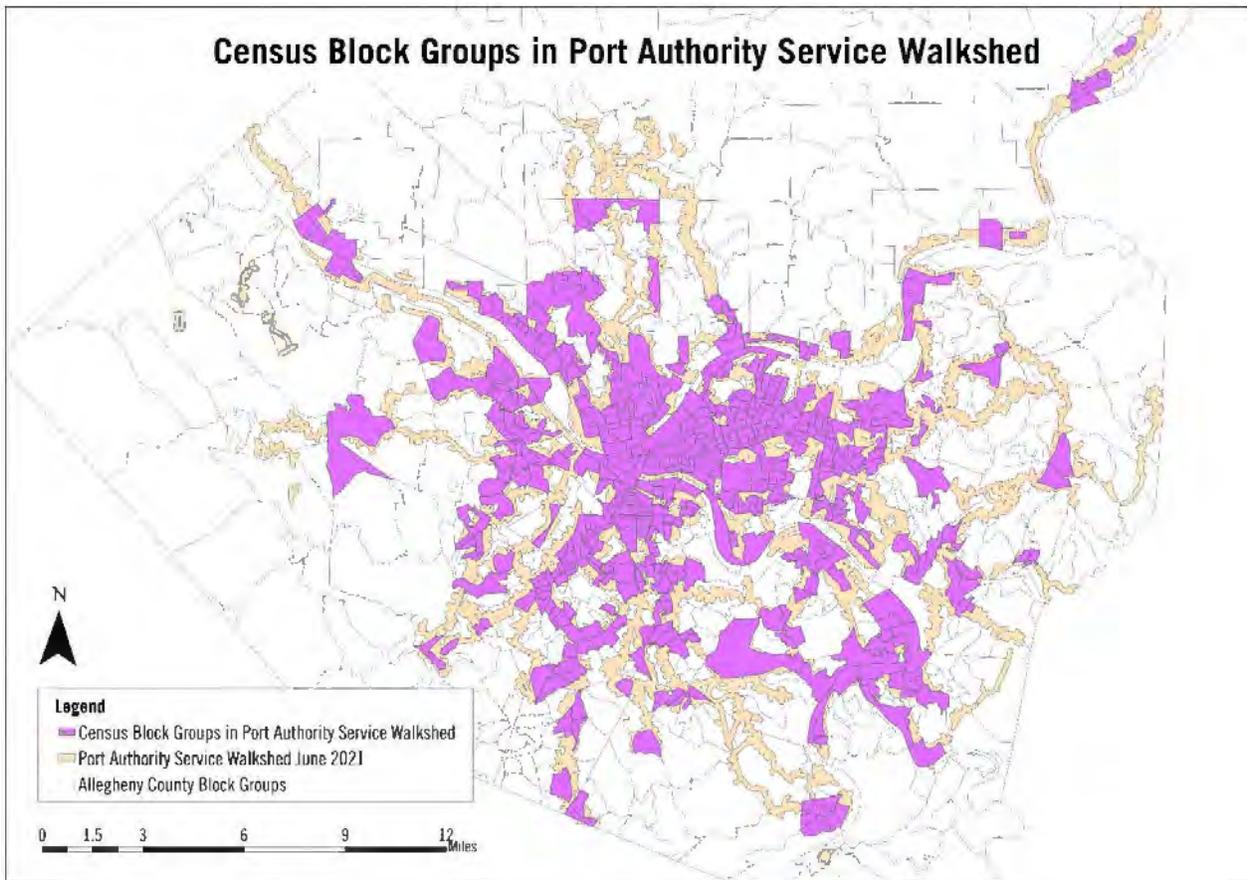
### *Data Analysis Procedures for Conducting Service Equity Analyses*

To analyze major service changes for both potential disparate impacts and disproportionate burdens, the percentage of the targeted population (minority or low income) along the route is calculated. To do this, first the Census Block Groups in which the proposed new part of the route goes through (or proposed eliminated part of the route) are selected using Geographic Information Systems (GIS) software. Census block groups with centroids within the walkshed were selected only for the walkshed of that transit route. In the case of routes traversing through extremely suburban areas walksheds are limited in geography due to the limited street grid (seen in the previous map as peach colored walkshed areas with no overlapping Census block group), the intersect method is utilized to select census block groups in the walkshed for these routes instead of a centroid analysis. (For this Program's service equity analyses, the centroid method of analysis was used for all routes except for routes 2, 67, 12, O1, O12, P13, and P68, which used the intersect method.) Once selected, the total number of persons is aggregated in those Census block groups, as is the total number of persons within the targeted group (minority or low income). This results in a percentage of the targeted group that will be directly affected by the proposed change. This percentage is then compared against the percentage of the targeted population of the entire service area (a definition of the service area is below). If the difference between the targeted population in the proposed change and the targeted population of the entire area is greater than 20%, then a disparate impact or disproportionate burden is identified.

If a disparate impact without adverse effects (i.e. service improvements) is found to be within a non-targeted group, an explanation of how the Authority plans to improve service for the targeted group is given. This method of demographic analysis was used for the disparate impact and disproportionate burden analyses for each route change.

### **Service Area Definition**

The FY2020 and permanent service changes of FY2021 were analyzed by comparing against the Allegheny County average minority (21.2%) and low income (12.2%) population. However, Allegheny County is about 730 square miles, whereas the Port Authority system walkshed is 137.12 square miles, 18.8% of the County area. The system walkshed area serves an average of 30.8% minority and 18.6% low-income populations. Any changes to service affect these people more rather than those residing outside the system walkshed area. Since the county and system averages were so different, in FY2022, near the end of this Program's content, the Authority decided to use the walkshed average as the threshold for the remaining major service changes in FY2021 to better reflect the impact of the changes on service area population groups, rather than the entire County. An image of this smaller service area is shown in the map on the following page and will be used for all Title VI analyses beginning in 2022.



**Examples of Types of Major Service Changes**

This chart shows example cases for determining whether a disparate impact is borne by the minority population. The same logic applies to the low-income population and disproportionate burdens.

Route	Change	Minority Population in Census Block Groups along proposed routing change	Minority Population of Service Area	Percentage Difference from County Service Area	Disparate Impact?	Positive or Negative Change?	Actions Needed
V	Extend or Add Route	21%	21.2% (entire County) or 30.8% (system walkshed only)	-0.9%	No	Negative	None
W	Shorten or Eliminate Route	17%		-19.8%	Yes	Negative	Analyze alternatives
X	Extend or Add Route	29%		36.8%	Yes	Positive	None – Non-Adverse Effects
Y	Extend or Add Route	14%		-34.0%	Yes	Negative	Description of plans to improve service for minorities needed
Z	Shorten or Eliminate Route	56%		164.2%	Yes	Positive	None – Non-Adverse Effects

### ***Data Analysis Procedures for Conducting Fare Equity Analyses***

The Authority conducts its Fare Equity Analyses by testing whether a potential fare change has either a disparate impact on minority riders or disproportionate burden on low income riders. The Authority obtains its base data by conducting a rider survey after management discussions are conducted as to when a fare change will be required. In some cases, the Authority will utilize census data to determine fare change impacts on particular neighborhoods.

The effects of a fare structure change are examined for disparate impact by comparing average weighted fares, calculated by combining the number of minority and non-minority riders using each fare option and the per ride change in that fare. Any difference in the percent change of the average fare of +/-20% between the two groups will signal a disparate impact. Likewise, the Authority tests potential fare changes for a disproportionate burden on low income riders. Once again, the effects of a fare structure are examined by comparing the average weighted fare, calculated by combining the number of low income and non-low income riders using each fare option and the per ride change in that fare. Any difference in the percent change of the average weighted fare of +/-20% between these two groups will likewise signal a disparate impact.

## **Service and Fare Equity Analyses**

### ***Fare Equity Analyses***

#### **Summary of Fare Changes During 2019 – 2021 Period**

Note: Port Authority implemented a major fare change on January 1st, 2022. While this is technically not within the window of this Title VI Program (which runs from January 1, 2019, to December 31, 2021), because the public input and analyses were conducted in 2021, they are included in this program. They will also be included in the next program document for 2022 – 2024.

#### **2021 Proposed Fare Changes (Implemented 2022)**

In March 2021, the Authority released a plan to update its fare structure and requested public feedback from the community on the proposed changes. The update included three major changes to the structure of fares; the elimination of the \$0.25 ConnectCard stored value discount over the base fare, elimination of the \$1.00 transfer charge for stored value users who had additional taps on a ConnectCard within 3 hours of an initial tap, and the introduction of rolling weekly and monthly passes.

The Authority held a formal public hearing and public comment period in April and May for the community to provide feedback on the proposed changes, and then voted to approve the Title VI Analysis and recommended fare changes for rollout. At the time, the exact rollout date was not known, but the rollout ended up occurring on January 1<sup>st</sup>, 2022.

The Title VI analysis did not find that any of the proposed fare changes would result in a disparate impact on minority riders or a disproportionate burden on low income riders. It did, however, highlight the importance of Port Authority's continued efforts to improve access to ConnectCard locations, especially in low income areas. No mitigations were needed with planned implementation of the proposed fare changes. The Board resolution accepting this analysis, along with the full analysis document itself, can be found in Appendix L. The Board meeting minutes showing adoption of the resolution can be found in Appendix M.

A full executive summary of this fare change, its Title VI analyses, and its public input, can be found at Appendix N. Additionally, the full record of public comments is included as Appendix O.

## Major Service Change Equity Analyses

### Summary of Major Service Changes During 2019 – 2021 Period

Between January 2019 and December 2021, the Port Authority of Allegheny County completed 35 “Major Service Changes” as affecting more than 30% of a route’s weekly trips, directional miles, service hours or addition of a service day. The type of change and year of change is listed in the table below.

Route	Type of Major Service Change	Change Category	Year of Change
Route 60	Addition of Saturday Service	Addition of service day	FY2020
Route 53	Addition of Sunday Service	Addition of service day	
Route 2	Addition of weekend Service	Addition of two service days	
Route 67	Extension of weekend route	+33% of weekly hours	
Route 68	Extension of weekend route	+34% of weekly hours	
Route 2	Extension of weekend routes	Extension of weekend routes	FY2021 (regular service changes implemented in November 2020)
Route 4	Addition of Sunday Service	Addition of service day	
Route 20	Addition of weekend Service	Addition of two service days	
Route 22	Addition of Sunday Service	Addition of service day	
Route 29	Addition of weekend Service	Addition of two service days	
Route 36	Addition of weekend Service	Addition of two service days	
Route 39	Addition of Sunday Service	Addition of service day	
Route 60	Addition of Sunday Service	Addition of service day	
Route 74	Addition of Sunday Service	Addition of service day	
Route 93	Addition of weekend Service	Addition of two service days	
Route 1	Additional trips added to all service days	+43% weekly hours	FY2021 (pandemic related major service changes implemented in November 2020 and made permanent in November 2021)
Route 12	Additional trips added to all service days	+57% weekly hours	
Route 38	Reduction of weekday Service	-40% weekly hours	
Route 58	Reduction of weekday Service	-31% weekly hours	
Route 59	Addition of weekday Service	+56% weekly hours	
Route 65	Reduction of weekday Service	-38% weekly hours	
Route 19L	Reduction of weekday Service	-39% weekly hours	

Route G2	Reduction of weekday Service	-31% weekly hours	
Route G3	Reduction of weekday Service	-55% weekly hours	
Route G31	Reduction of weekday Service	-35% weekly hours	
Route O1	Reduction of weekday Service	-71% weekly hours	
Route O12	Reduction of weekday Service	-58% weekly hours	
Route P12	Reduction of weekday Service	-44% weekly hours	
Route P13	Reduction of weekday Service	-58% weekly hours	
Route P68	Extension of route on all service days	+37% weekly hours	
Route P7	Reduction of weekday Service	-38% weekly hours	
Route P76	Reduction of weekday Service	-37% weekly hours	
Route Y1	Reduction of weekday Service	-53% weekly hours	
Route Y45	Reduction of weekday Service	-34% weekly hours	
RED line	Addition of weekday Service	+36% weekly hours	

Of the 5 major service changes instituted in 2020, none were found to have a disparate impact of disproportionate burden. Of the 10 major service changes instituted as permanent changes in 2021, none were found to have a disparate impact of disproportionate burden. Of the 20 major service changes in 2021 that were originally meant to be temporary in nature but which lasted longer than 12 months due to the pandemic, 5 were found to have a disparate impact and/or disproportionate burden. The analyses of each can be found below.

**Major Service Changes FY2020**

In March 2020, Port Authority of Allegheny County implemented the five major service changes discussed in this section. None of the changes in this group had a disparate impact or disproportionate burden found, as all were increases to service levels at a benefit to the community.

*Route 60 Saturday Service Added*

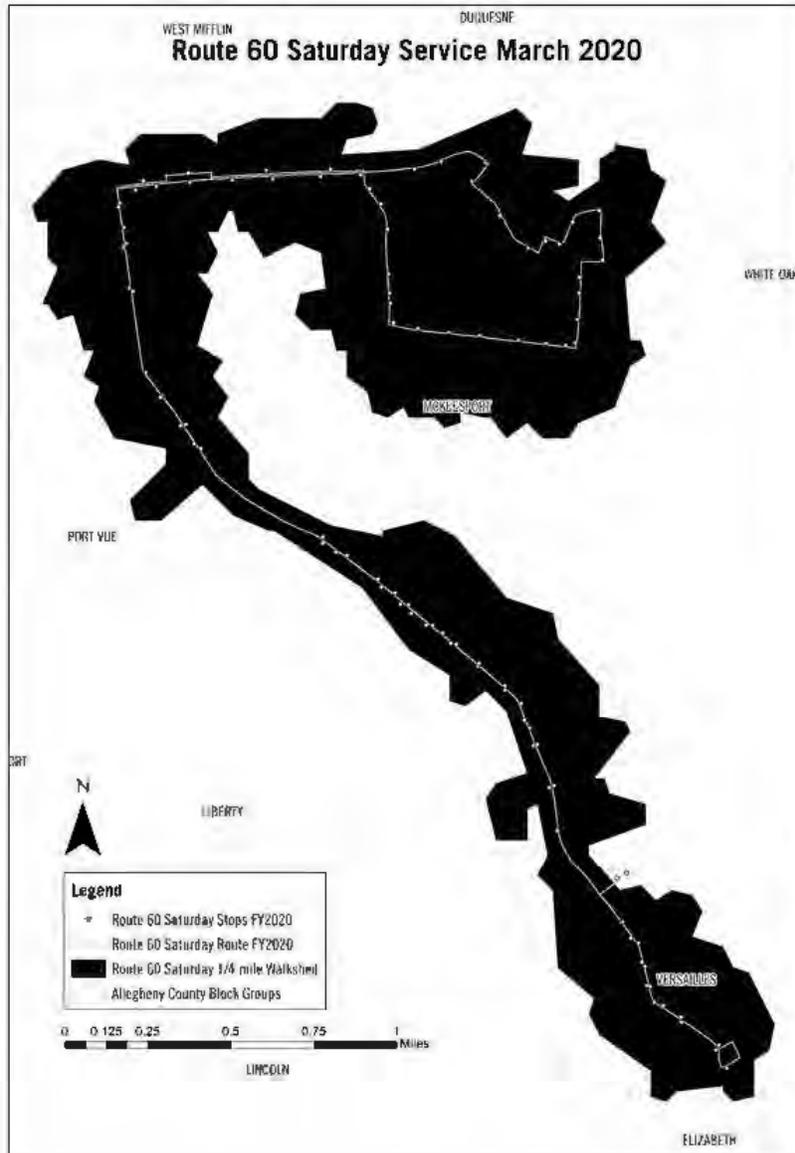
*Description*

Port Authority provided Route 60 Walnut-Crawford Village with Saturday service, which will follow the same route as the weekday service. Addition of a service day qualifies as a major service change for the Authority.

*Demographics of Population within Major Service Change Area*

Walksheds were developed to be able to geographically measure the service area before and after the change. The walkshed is defined as ¼ mile on street areas around each bus stop serving the route after the new service provision. The demographic analysis selects the centroids of the Census block groups within the walkshed and finds the percent of minority race and low-income populations within the new service area.

The map below shows the service area for route 60 Saturday service. As seen in the chart below, the block groups served by Route 60 have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



<b>Route</b>	<b>Minority Population in Major Service Change Area Census Block Groups</b>	<b>Allegheny County Minority Population</b>	<b>Percent Change from Service Area</b>	<b>Exceeds Disparate Impact Threshold of +20%</b>	<b>Low Income Population in Major Service Change Area Census Block Groups</b>	<b>Allegheny County Low Income Population</b>	<b>Percent Change from Service Area</b>	<b>Exceeds Disproportionate Burden Threshold of +20%</b>
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60 Saturday	4,551/10,195 = 44.64%	21.20%	111%	Yes – No adverse effects; positive change	3,618/9,673 = 37.40%	12.10%	209%	Yes – No adverse effects; positive change
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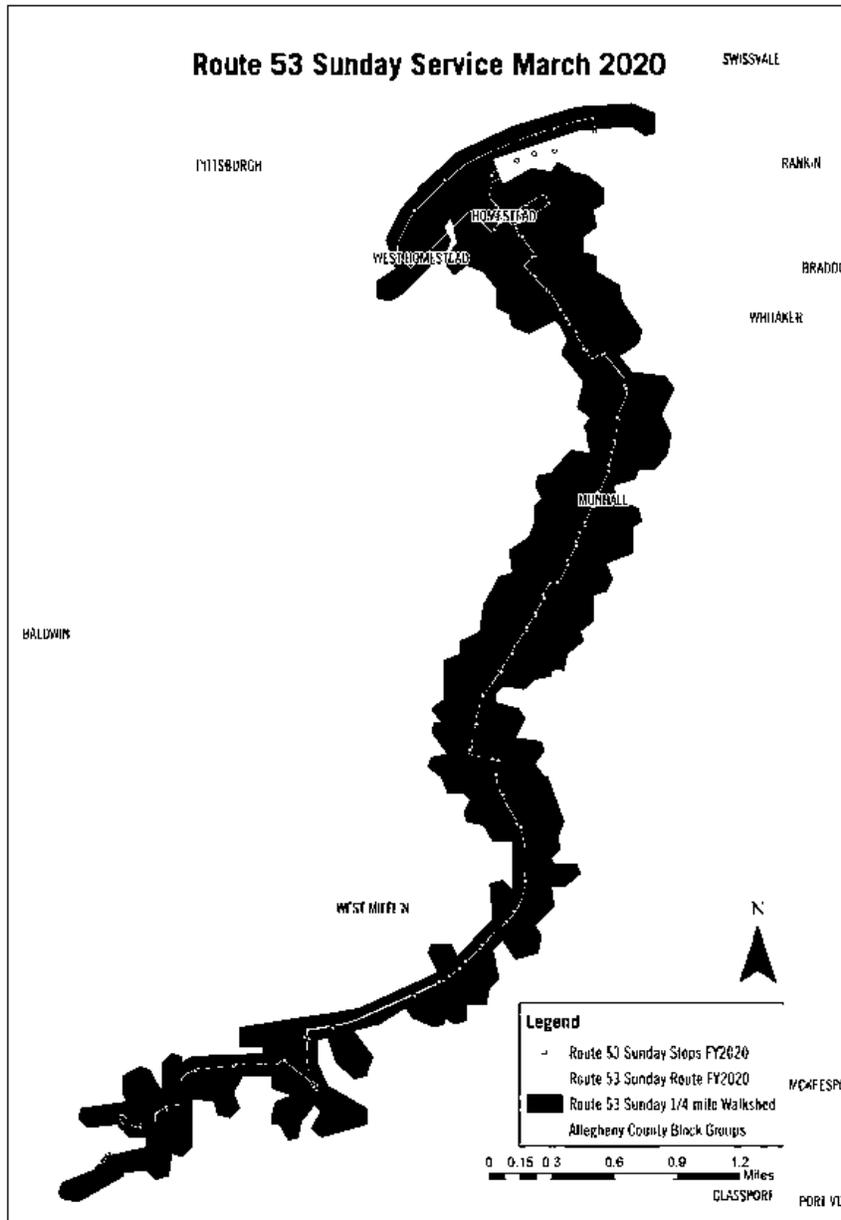
***Route 53 Sunday Service Added***

***Description***

Port Authority provided Route 53 Homestead Park with Sunday service, which will follow the same route as the Saturday service. Addition of a service day qualifies as a major service change for the Authority.

***Demographics of Population within Major Service Change Area***

Walksheds and selection of Census data were developed in the same manner as the Route 60 service change. The map below shows the service area for Route 53 Sunday service. As seen in the chart, the block groups served by Route 53 have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
53 Sunday	3,041/8,403 = 36.19%	21.20%	71%	Yes – No adverse effects; positive change	1,692/8,349 = 20.27%	12.10%	67%	Yes – No adverse effects; positive change

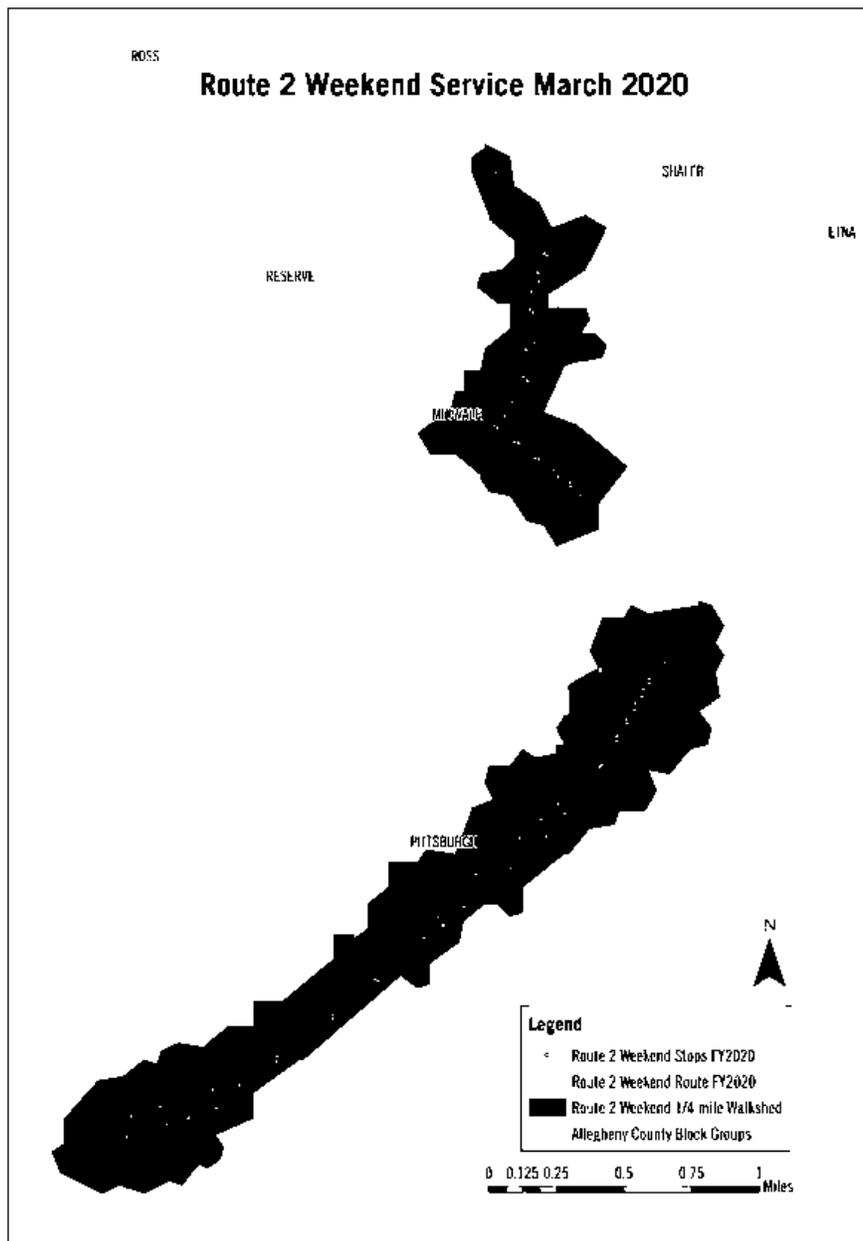
*Route 2 Weekend Service Added to Millvale through the Strip District*

*Description*

Port Authority provided Route 2 Mount Royal with weekend service, which will be from Downtown Pittsburgh to Millvale loop via the Strip District neighborhood of the City of Pittsburgh. Addition of a service day qualifies as a major service change for the Authority.

*Demographics of Population within Major Service Change Area*

Walksheds and selection of Census data were developed in the same manner as the Route 60 service change. The map below shows the service area for Route 2 weekend service. As seen in the chart below, the block groups served by Route 2 have lower proportions of low income and minority race populations than the service area at large. Therefore, no disparate impact or disproportionate burden would be borne by these populations.



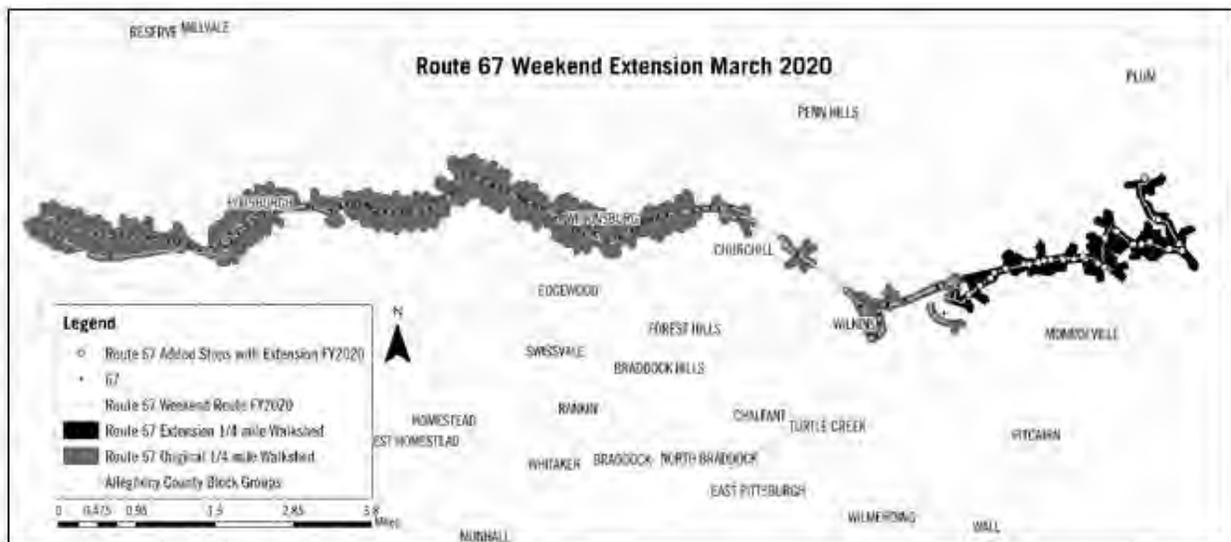
Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
2 Weekend	913/6,932 = 13.17%	21.20%	-38%	No	675/6,932 = 9.47%	12.10%	-20%	No

*Route 67 Weekend Service Extension to CCAC Boyce Campus  
Description*

Port Authority provided Route 67 Monroeville with a weekend service extension. Currently, the weekend service on this route ends at Monroeville Mall. New service added to extend this route to CCAC Boyce Campus is a 20-minute extension on a current 60-minute route in one direction. This is more than 30% change of the current weekend service hours, which qualifies as a major service change for the Authority.

*Demographics of Population within Major Service Change Area*

Walksheds and selection of Census data were developed in the same manner as the Route 60 service change, except that instead of using centroids of Census blocks, any portion of a Census block being within the walkshed was used (this is due to the extremely suburban nature of this area where walksheds are rather limited in geography due to the limited street grid). The map below shows the service area for Route 67 weekend service. As seen in the chart below, the block groups served by the Route 67 weekend extension have a higher proportion of minority race population than the service area at large. However, this is a proposed service addition and a positive change, so there would be no disparate impact on these populations. On the other hand, the block groups served by the route have lower proportions of low income than the service area. Therefore, no disproportionate burden would be borne by these populations.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
67 Weekends	2432/9315 = 26.11%	21.20%	23%	Yes – No adverse effects; positive change	652/9059 = 7.20%	12.10%	-41%	No

*Route 68 Weekend Service Extended to Downtown*

*Description*

Port Authority provided Route 68 Braddock Hills with a weekend service extension. Currently, the weekend service on this route ends at Wilkinsburg Station. New service added to extend this route to Downtown is a 16-minute extension on a current 50-minute route in one direction. This is more than 30% change of the current weekend service hours, which qualifies as a major service change for the Authority.

*Demographics of Population within Major Service Change Area*

Walksheds and selection of Census data were developed in the same manner as the Route 60 service change. The map below shows the service area for Route 68 weekend service extension. As seen in the chart below, the block groups served by Route 68 have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
68 Weekends	4,557/12,320 = 44.64%	21.20%	74%	Yes – No adverse effects; positive change	2,370/12,163 = 37.40%	12.10%	61%	Yes – No adverse effects; positive change

**Major Service Changes FY2021 – Permanent Weekend Additions to Service**

In November 2021, Port Authority implemented 10 major service additions to existing service by adding weekend service to local routes. A formal Title VI analysis was conducted to summarize the impacts of these changes to the community. As all of these changes were additions to service, and most were to primarily low income and minority areas, there were no disparate impacts or disproportionate burdens found, and no mitigation measures deemed necessary. A copy of the Board minutes from the Board meeting approving this analysis can be found in Appendix P.

*Route 2 Weekend Service Extension*

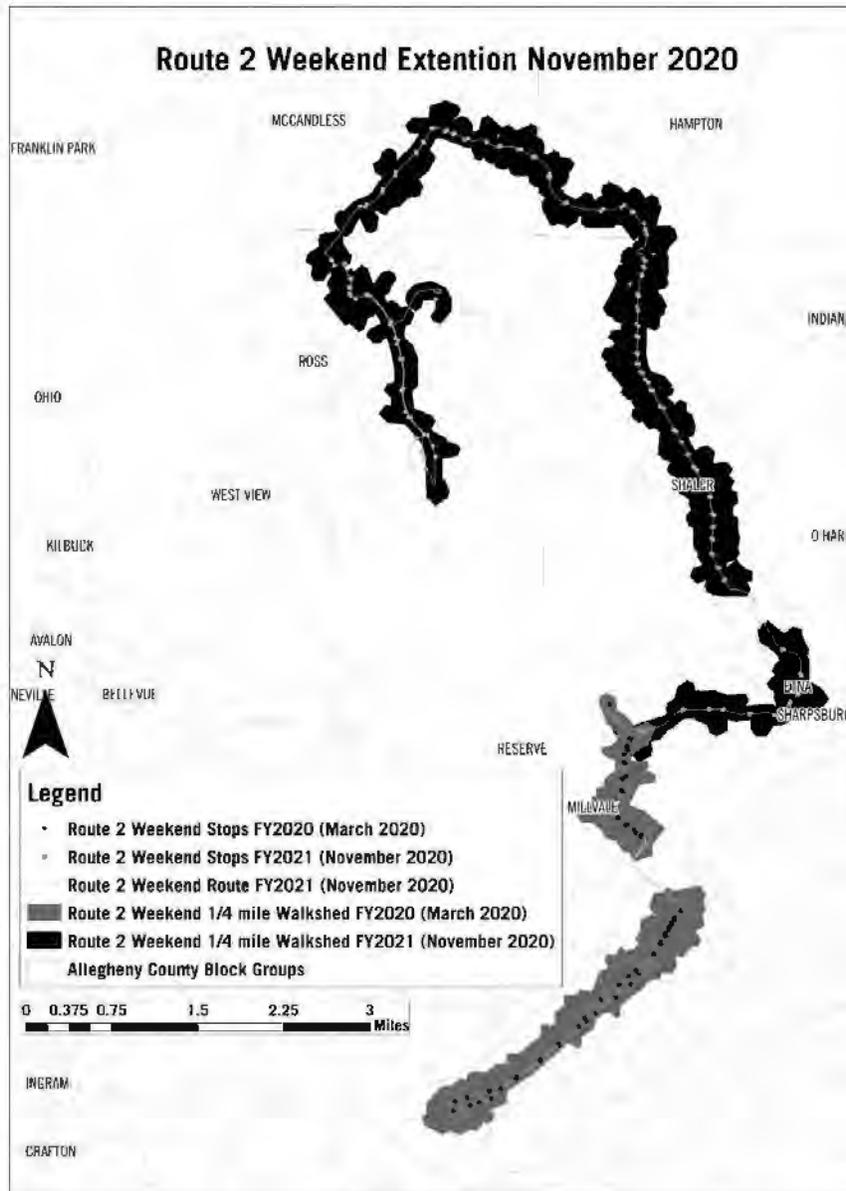
*Description*

Port Authority provided Route 2 Mount Royal with a weekend service extension. Currently, the weekend service on this route ends at Millvale Loop. New service added will extend this route to North Hills Village following the current weekday routing across the 40th St Bridge. This is a 50-minute extension on a current 30-minute route in one direction. This is more than 30% change of the current weekend service hours, which qualifies as a major service change for the Authority.

*Demographics of Population within Major Service Change Area*

Walksheds were developed to geographically measure the service area before and after the change. The walkshed is defined as ¼ mile on street areas around each bus stop serving the route after the new service provision.

The map below shows the service area for the Route 2 weekend extension. The demographic analysis selects Census block groups that intersect with the walkshed and finds the percent of minority race and low-income populations within the new service area. The intersect method is used because of the extremely suburban nature of this area where walksheds are rather limited in geography due to the limited street grid. As seen in the chart below, the block groups served by Route 2 weekend extension have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



Route	Minority Population in Major Service Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
2 Weekend	955/3,348 = 28.52%	21.20%	35%	Yes – No adverse effects; positive change	979/5,400 = 18.13%	12.10%	50%	Yes – No adverse effects; positive change

### *Route 4 Sunday Service Added*

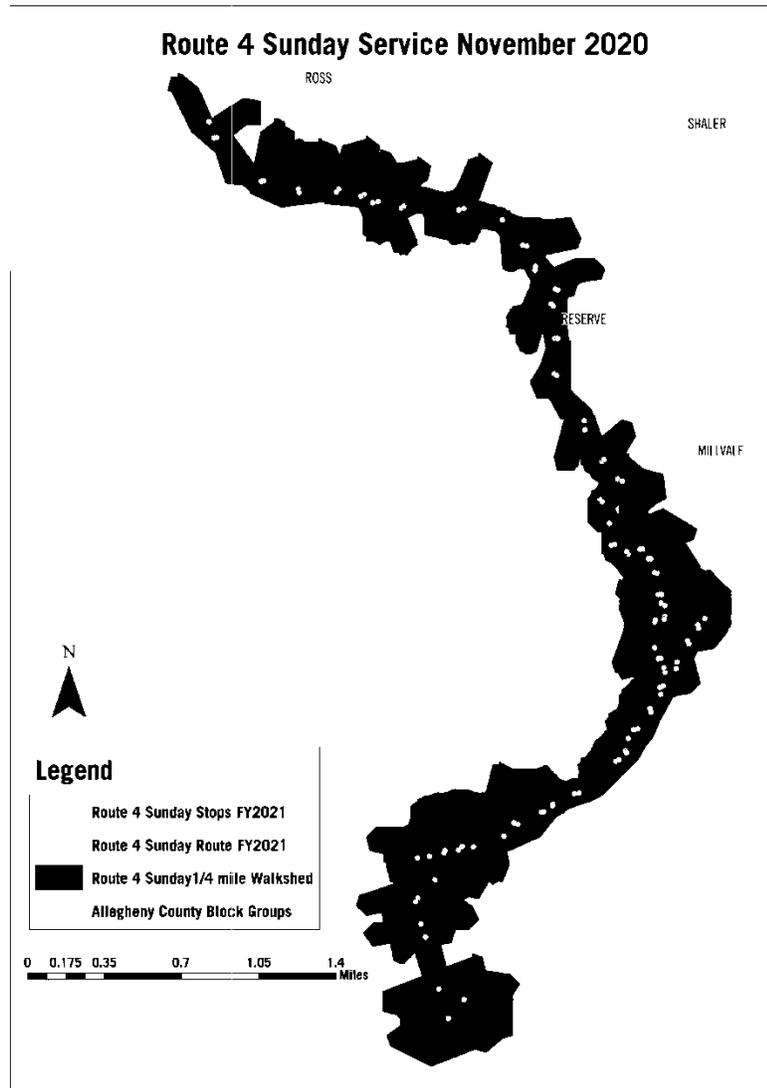
#### *Description*

Port Authority provided Route 4 Troy Hill with Sunday service, which will follow the same route as the weekday and Saturday service. Addition of a service day qualifies as a major service change for the Authority.

#### *Demographics of Population within Major Service Change Area*

Walksheds were developed to geographically constrain the service area before and after the change. The walkshed is defined as ¼ mile on street areas around each bus stop serving the route after the new service provision.

The map below shows the service area for Route 4 Sunday service. The demographic analysis selects Census blocks of centroids within the walkshed and finds the percent of minority race and low-income populations within the new service area. As seen in the chart below, the block groups served by Route 4 have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



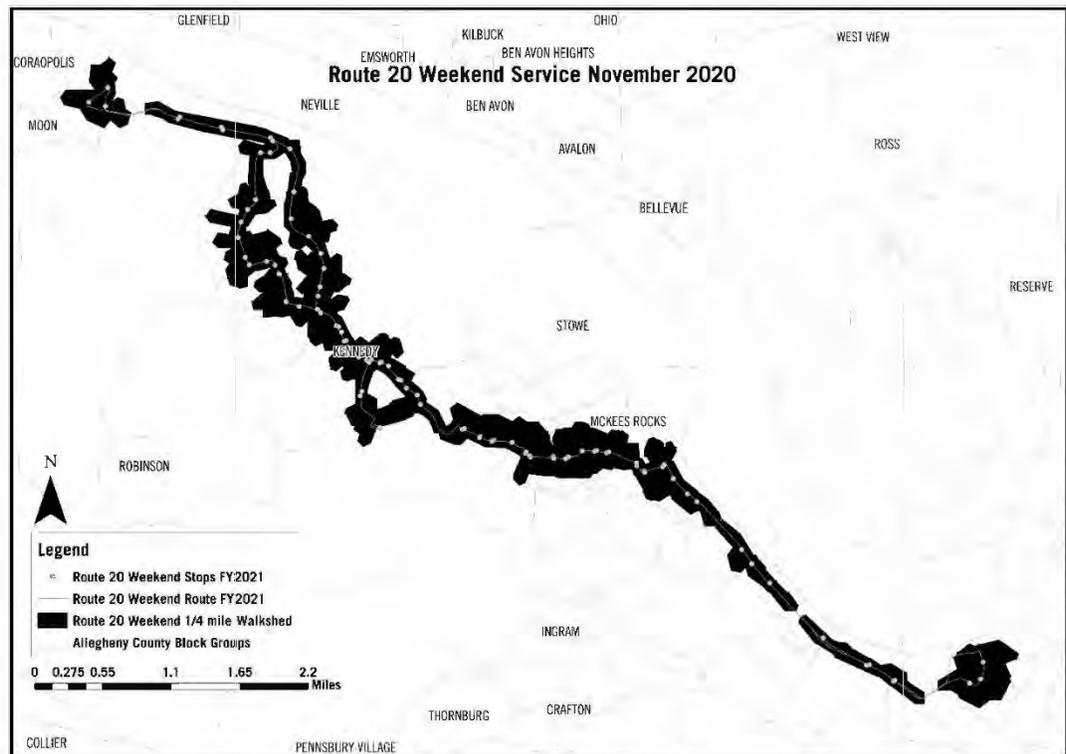
Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
4 Sunday	865/2,876 = 30.08%	21.20%	42%	Yes – No adverse effects; positive change	1,025/3,903 = 26.26%	12.10%	117%	Yes – No adverse effects; positive change

**Route 20 Weekend Service Added**  
**Description**

Port Authority provided Route 20 Kennedy with weekend service, which will follow the same route as the weekday service. Addition of weekend service qualifies as a major service change for the Authority.

**Demographics of Population within Major Service Change Area**

Walksheds and selection of Census data were developed in the same manner as the Route 4 service change. The map below shows the service area for Route 20 weekend service. As seen in the chart below, the block groups served by Route 20 have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
20 Weekend	2,434/7,216 = 33.73%	21.20%	59%	Yes – No adverse effects; positive change	1,217/4,146 = 29.35%	12.10%	143%	Yes – No adverse effects; positive change

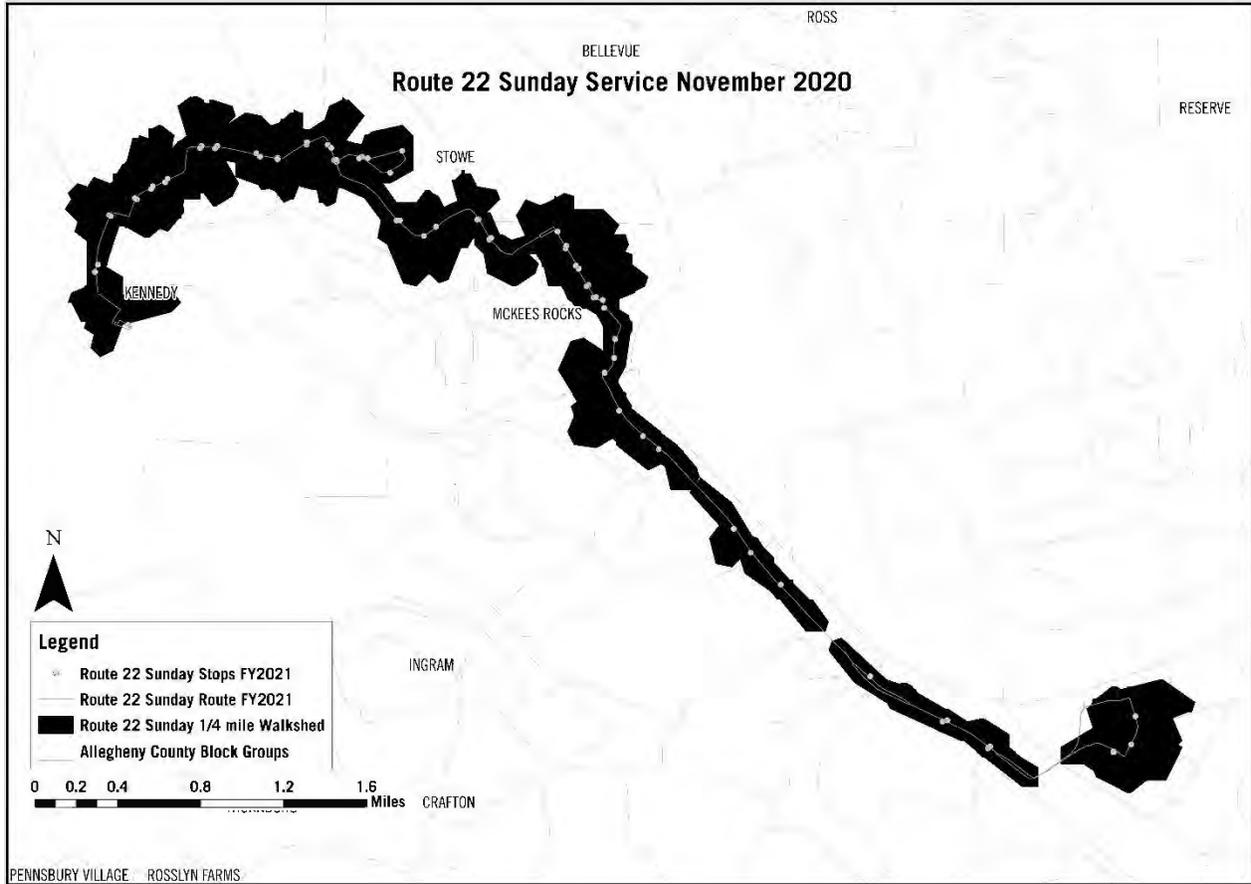
***Route 22 Sunday Service Added***

***Description***

Port Authority provided Route 22 McCoy with Sunday service, which will follow the same route as the weekday and Saturday service. Addition of a service day qualifies as a major service change for the Authority.

***Demographics of Population within Major Service Change Area***

Walksheds and selection of Census data were developed in the same manner as the Route 4 service change. The map below shows the service area for Route 22 Sunday service. As seen in the chart below, the block groups served by Route 22 have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
22 Sunday	1,993/6,082 = 32.77%	21.20%	55%	Yes – No adverse effects; positive change	1,215/4,569 = 26.59%	12.10%	120%	Yes – No adverse effects; positive change

**Route 29 Weekend Service Added**

**Description**

Port Authority provided Route 29 Robinson with weekend service, which will follow the same route as the weekday service. Addition of weekend service qualifies as a major service change for the Authority.

**Demographics of Population within Major Service Change Area**

Walksheds and selection of Census data were developed in the same manner as the Route 4 service change. The map below shows the service area for Route 29 weekend service. As seen in the chart, the block groups served by Route 29 have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
29 Weekend	1,231/5,071 = 24.28%	21.20%	15%	Yes – No adverse effects; positive change	823/3,995 = 20.60%	12.10%	70%	Yes – No adverse effects; positive change

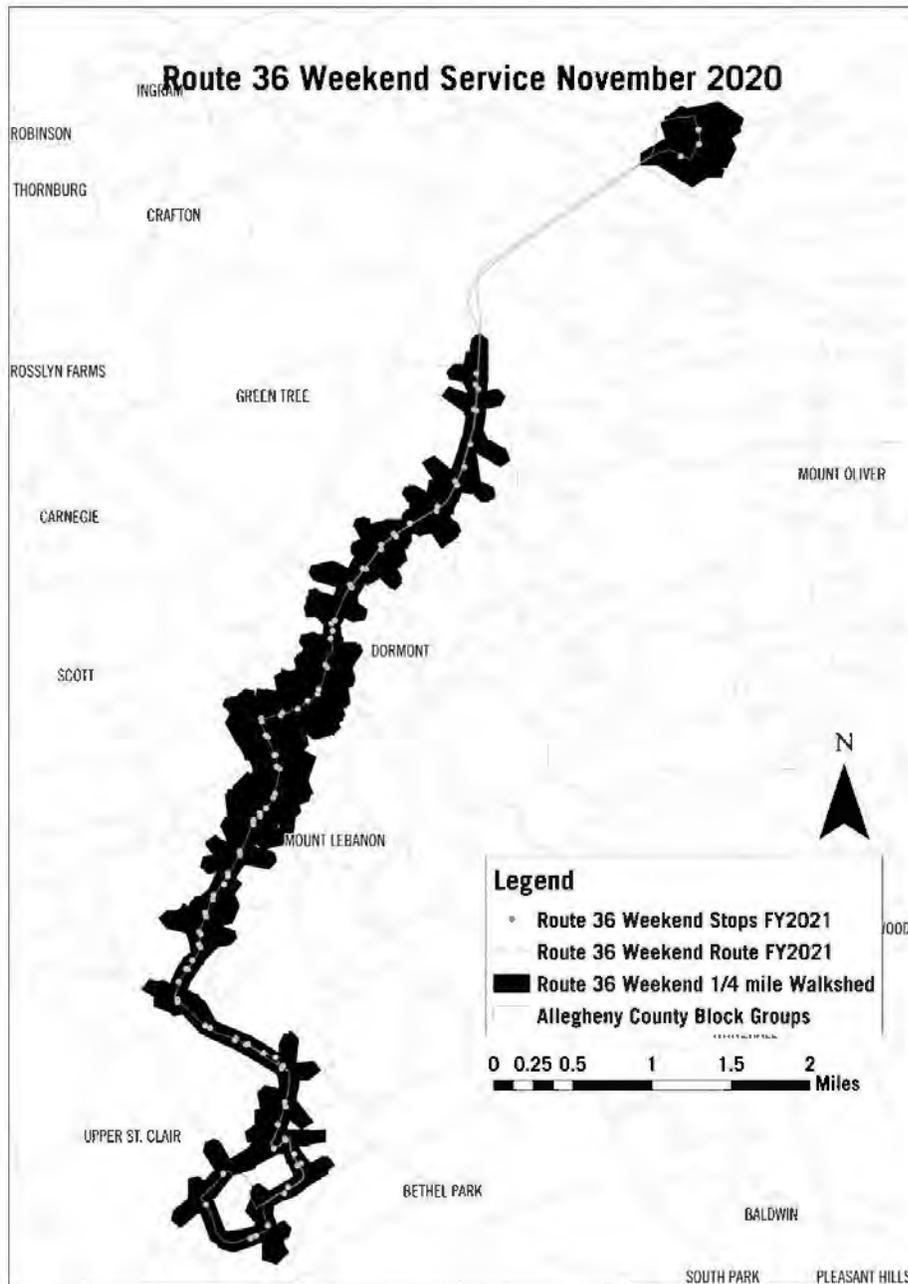
**Route 36 Weekend Service Added**

**Description**

Port Authority provided Route 36 Banksville with weekend service, which will follow the same route as the weekday service. Addition of weekend service qualifies as a major service change for the Authority.

**Demographics of Population within Major Service Change Area**

Walksheds and selection of Census data were developed in the same manner as the Route 4 service change. The map below shows the service area for Route 36 weekend service. As seen in the chart below, the block groups served by Route 36 have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
36 weekend	1,600/5,960 = 26.85%	21.20%	27%	Yes – No adverse effects; positive change	433/2,314 = 18.71%	12.10%	55%	Yes – No adverse effects; positive change

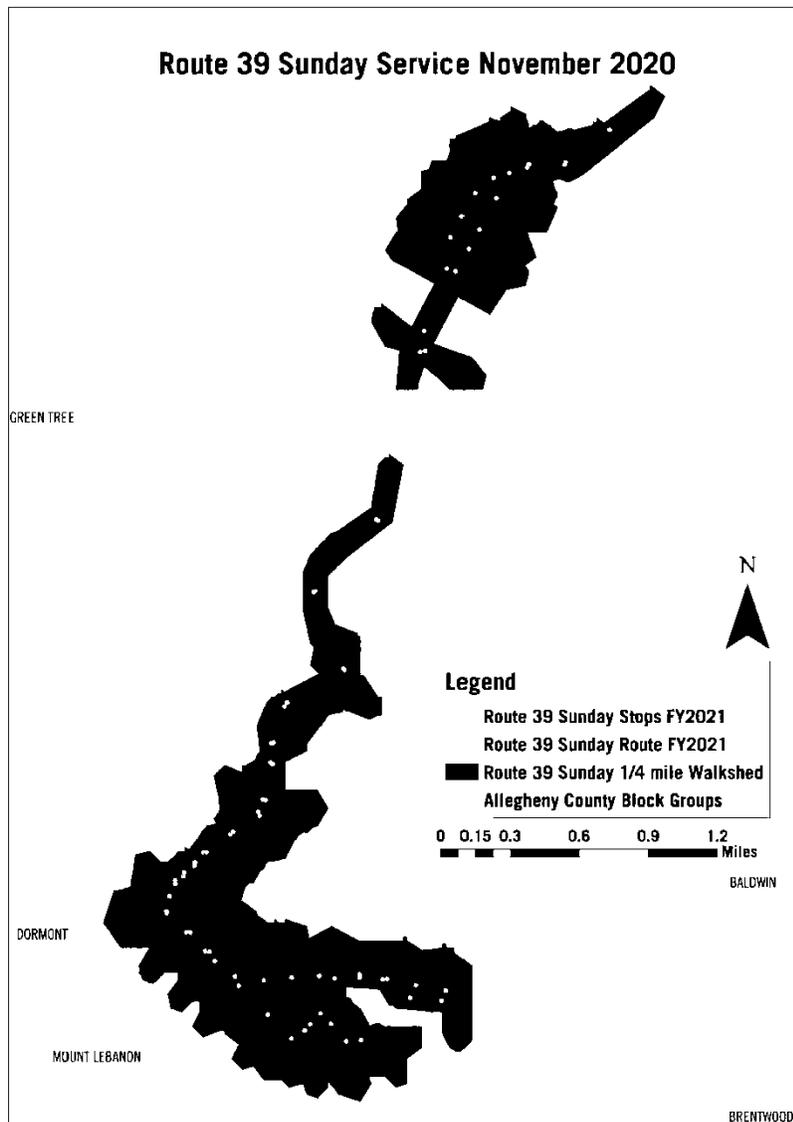
***Route 39 Sunday Service Added***

***Description***

Port Authority provided Route 39 Brookline with Sunday service, which will follow the same route as the weekday and Saturday service. Addition of a service day qualifies as a major service change for the Authority.

***Demographics of Population within Major Service Change Area***

Walksheds and selection of Census data were developed in the same manner as the Route 4 service change. The map below shows the service area for Route 39 Sunday service. As seen in the chart below, the block groups served by Route 39 have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
39 Sunday	$861/3,010 = 28.60\%$	21.20%	35%	Yes – No adverse effects; positive change	$424/2,294 = 18.48\%$	12.10%	53%	Yes – No adverse effects; positive change

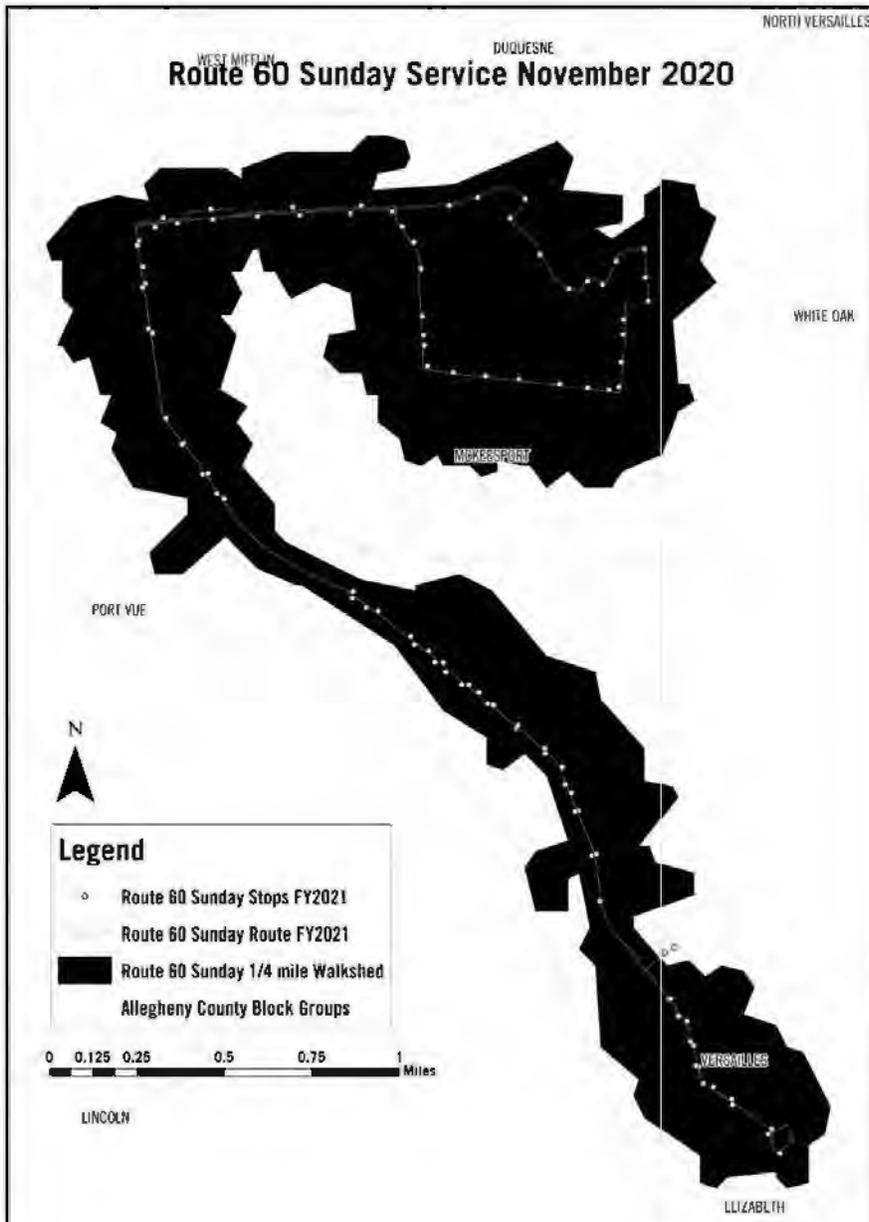
**Route 60 Sunday Service Added**

**Description**

Port Authority provided Route 60 Walnut-Crawford Village with Sunday service, which will follow the same route as the weekday and Saturday service. Addition of a service day qualifies as a major service change for the Authority.

**Demographics of Population within Major Service Change Area**

Walksheds and selection of Census data were developed in the same manner as the Route 4 service change. The map on below shows the service area for Route 60 Sunday service. As seen in the chart below, the block groups served by Route 60 have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
60 Sunday	4,551/10,195 = 44.64%	21.20%	111%	Yes – No adverse effects; positive change	3,618/9,673 = 37.40%	12.10%	209%	Yes – No adverse effects; positive change

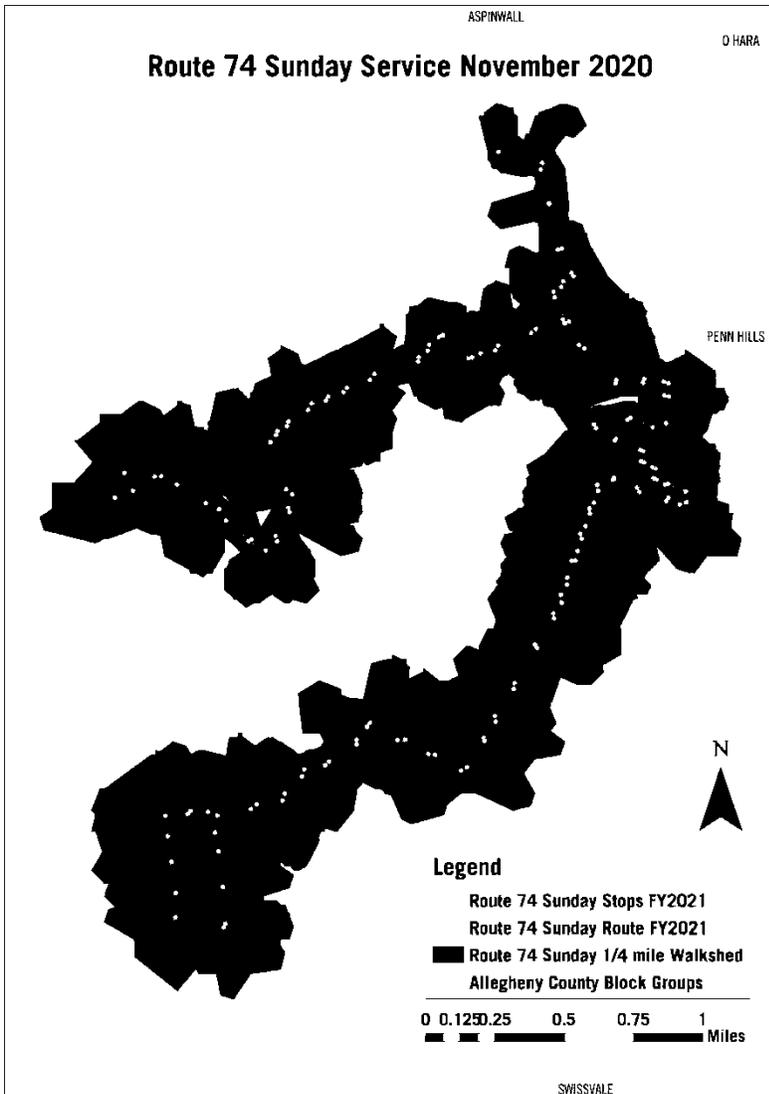
*Route 74 Sunday Service Added*

*Description*

Port Authority provided route 74 Homewood - Squirrel Hill with Sunday service, which will follow the same route as the weekday and Saturday service. Addition of a service day qualifies as a major service change for the Authority.

*Demographics of Population within Major Service Change Area*

Walksheds and selection of Census data were developed in the same manner as the Route 4 service change. The map below shows the service area for Route 74 Sunday service. As seen in the chart below, the block groups served by Route 74 have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
74 Sunday	9,139/14,117 = 64.74%	21.20%	205%	Yes – No adverse effects; positive change	3,929/12,736 = 30.85%	12.10%	155%	Yes – No adverse effects; positive change

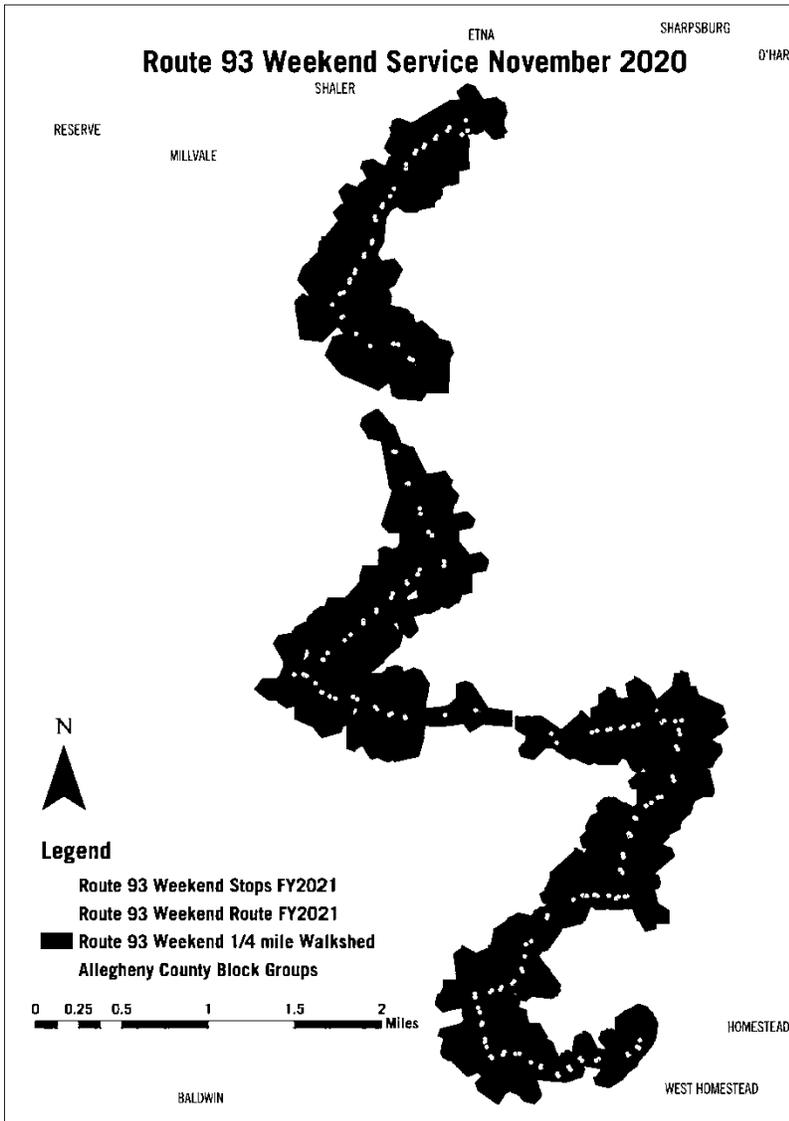
**Route 93 Weekend Service Added**

**Description**

Port Authority provided Route 93 Lawrenceville - Oakland - Hazelwood with weekend service, which will follow the same route as the weekday service. Addition of weekend service qualifies as a major service change for the Authority.

**Demographics of Population within Major Service Change Area**

Walksheds and selection of Census data were developed in the same manner as the Route 4 service change. The map below shows the service area for Route 93 weekend service. As seen in the chart below, the block groups served by Route 93 have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
93 Weekend	7,882/20,152 = 39.11%	21.20%	84%	Yes – No adverse effects; positive change	10,508/27,779 = 37.83%	12.10%	213%	Yes – No adverse effects; positive change

### Major Service Changes FY2021 – Temporary Major Service Changes Lasting Longer than 12 Months – November 2020

In November, 2020, the below 20 temporary but major changes to service were implemented in order to rebalance service during the COVID-19 pandemic. The changes and their impacts were subsequently analyzed in 2021 once it became clear that the temporary measures were to last longer than 12 months.

#### *Changes and Findings by Route*

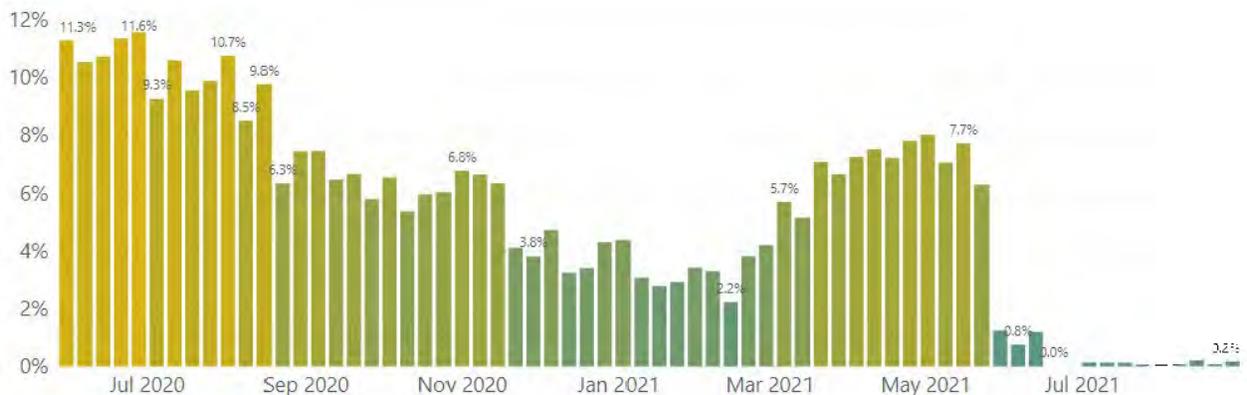
Route	Type of Major Service Change	Change Category	Title VI Results
Route 1	Additional trips added to all service days	Addition of weekly trips	No impacts
Route 12	Additional trips added to all service days	Addition of weekly trips	No impacts
Route 38	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route 58	Reduction of weekday Service	Reduction of weekly trips	<b>Disproportionate burden</b>
Route 59	Addition of weekday Service	Addition of weekly trips	Both disparate impact and disproportionate burden, but positive change
Route 65	Reduction of weekday Service	Reduction of weekly trips	<b>Disproportionate burden</b>
Route 19L	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route G2	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route G3	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route G31	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route O1	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route O12	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route P12	Reduction of weekday Service	Reduction of weekly trips	<b>Disparate impact</b>
Route P13	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route P68	Extension of route on all service days	Extension of route	Disparate impact, but positive change

Route P7	Reduction of weekday Service	Reduction of weekly trips	<b>Both disparate impact and disproportionate burden</b>
Route P76	Reduction of weekday Service	Reduction of weekly trips	<b>Disparate impact</b>
Route Y1	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route Y45	Reduction of weekday Service	Reduction of weekly trips	No impacts
RED line	Addition of weekday Service	Addition of weekly trips	No impacts

For the service reductions, it is observed that routes 58 and 65 show disproportionate burdens on low-income persons, routes P12 and P76 show a disparate impact on minority people, and route P7 shows both. The routes will be further evaluated and closely monitored to minimize adverse impact on the target populations. The return of service to these routes will be prioritized as demand increases a, pending the availability of budgetary and other resources. More detail can be found in the sections below detailing each route’s changes and impacts.

To ensure the health and safety of our riders and employees, temporary vehicle capacity restrictions were put in place as part of Port Authority’s COVID-19 response plan. Although ridership dropped more than 70% for the overall system during the pandemic, it was not equal across the board and some routes were experiencing crowding and pass-ups because of the capacity restrictions. To improve service and passenger safety, trips were added to routes 1, 12, 59, and P68 by reducing service in places where it was not being well utilized (namely on commuter-oriented services). Given manpower constraints, it would not have been possible to make major additions on these routes without cutting service elsewhere. Routes 19L, 58, G31, Y45, 65, P76, P7, O1, 38, P12, Y1, G3, P13, O12, and G2 had reductions in weekly trips to facilitate increasing service on the aforementioned routes.

Figure 01 shows the increased crowding on the aforementioned major service change routes in the summer of 2020, and the decreased crowding as the trips adjusted in September 2020. As ridership began to return in Spring 2021, the crowding crept up, which went back down when capacity restrictions were lifted in June of 2021. In Figure 02, it can be seen that routes 1, 59, 12 and P68 had the highest levels during this period, which led to the decision to add trips on these routes in November 2020.



Limited to routes with major service changes FY21 per filter pane.

**Figure 01: Crowding on major service change routes by week, June 2020 to August 2021.**

### Crowded Trip % by Route



Figure 02: Crowding on major service change routes by route, June 2020 to August 2021.

Another interesting circumstance observed for pre-pandemic (February 2020 is used as the baseline) and during pandemic period is how ridership on the different route types was affected (and continues to be affected) during the pandemic. As per Figure 03, at the beginning of the pandemic (April 2020) ridership dropped significantly on the commute routes (94%) compared to only an 80% drop on local routes. As of August 2021, the commute routes are still down by 87%, while the local routes are only down by 68% from pre-pandemic levels.

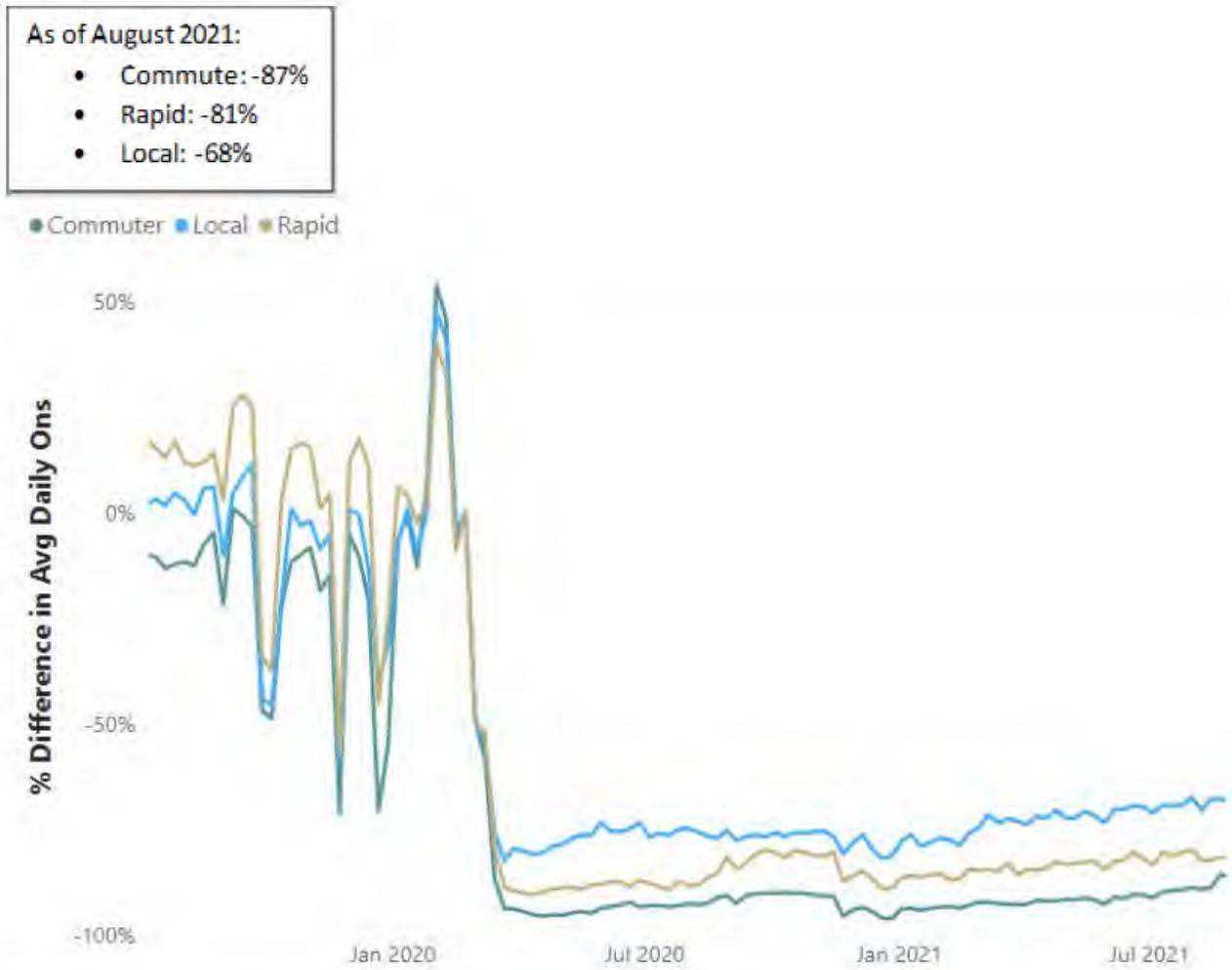


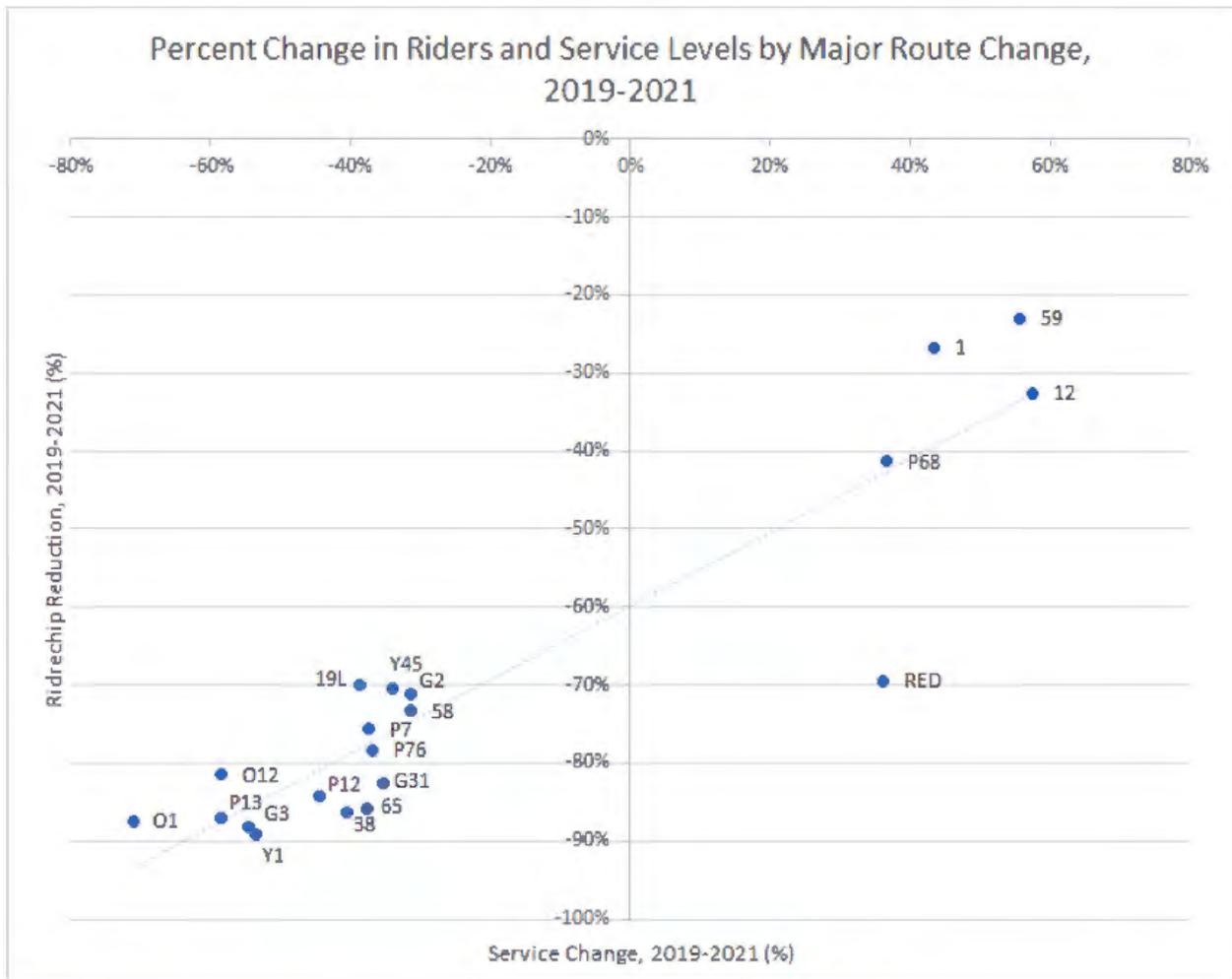
Figure 03: Percent ridership change by route type (compared to pre-pandemic same month).

Below is a summary of pre-pandemic and current ridership on the routes undergoing major service change. The routes in grey rows are those with added service.

Table 2: Change in Weekly Hours and Ridership by Route before and after the Service Change in November 2020.

Route	Weekly Hours Before November 2020 Changes	Weekly hours After November 2020 Changes	Pre-pandemic August 2019 Avg Weekday Riders	Pandemic August 2021 Avg Weekday Riders	Service Change	Riders % Change
59	557.5	869.4	2209	1700	+56%	-23%
1	413.3	592.1	1863	1363	+43%	-27%
12	352.0	553.9	1272	858	+57%	-33%
P68	256.1	349.7	1439	844	+37%	-41%
RED	751.7	1023.8	10045	3056	+36%	-70%
19L	80.4	49.3	669	201	-39%	-70%
Y45	52.9	35.0	251	74	-34%	-71%
G2	435.2	298.4	3913	1132	-31%	-71%
58	215.7	148.2	1111	296	-31%	-73%
P7	127.9	79.6	712	173	-38%	-76%
P76	132.9	84.0	989	214	-37%	-78%
O12	185.1	76.6	1376	254	-58%	-82%
G31	96.3	61.8	689	120	-35%	-83%
P12	186.6	103.5	1219	192	-44%	-84%
65	53.3	32.7	436	62	-38%	-86%
38	450.0	268.4	3267	443	-40%	-86%
P13	52.7	22.1	376	49	-58%	-87%
O1	82.8	24.0	1263	158	-71%	-87%
G3	151.8	68.8	982	117	-55%	-88%
Y1	73.3	34.3	741	81	-53%	-89%

Comparing pre-pandemic and current ridership, it is observed that routes 1, 12, 59 and P68 experienced less than a 50% reduction in ridership from pre-pandemic levels. The graph in Figure 04 depicts the correlation between service change and ridership change. As can be seen by the dotted trendline, it is apparent that these service changes are well aligned with their matching changes in ridership due to the pandemic, except for the RED line, which seems to have proportionally more service than ridership change warrants. However, as will be noted in the RED line analysis, this major service increase was coupled with an opposing service reduction (slightly under the threshold to consider it “major”) on the BLUE line.



**Figure 04: Correlation between ridership and service levels on major service change routes, 2019-2021.**

The following section of the report provides a breakdown of each individual route’s major service change and impacts to key communities as required under Title VI.

**Service Impact Analyses: Major Additions**

**Route 1 Addition of Daily Trips**

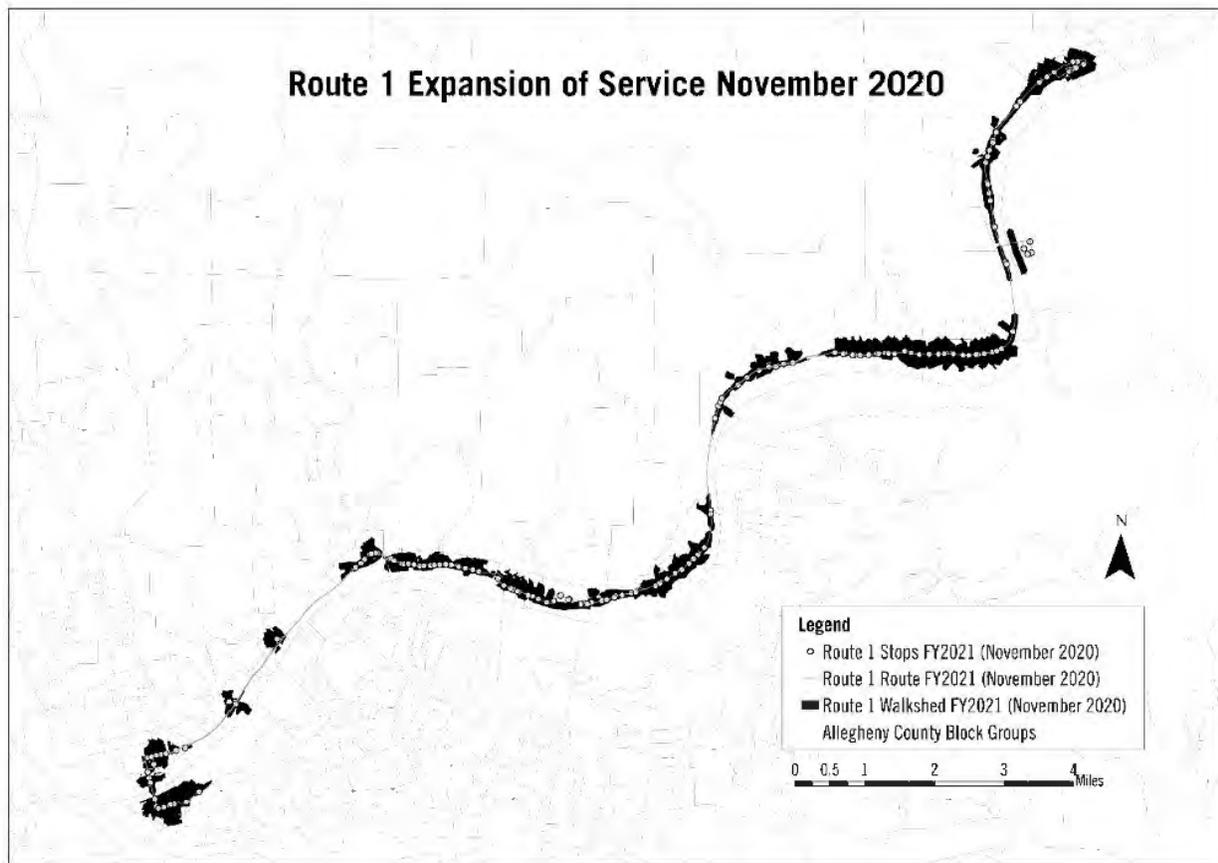
**Description**

Port Authority provided Route 1 Freeport Road with added trips on all service days. In the September 2020 to November 2020 period Route 1 provided service for more than 413 hours weekly. Since November 2020 the route provided service for more than 592 weekly hours which accounts for more than 43% addition to the 2009 weekly hours. This is more than 30% change in service hours, which qualifies as a major service change for the Authority.

**Demographics of Population within Major Service Change Area**

Walksheds were developed to geographically constrain the service area before and after the change. The walkshed is defined as ¼ mile on street areas around each bus stop serving the route after the new service provision.

The map below shows the service area for the Route 1 service addition. The demographic analysis selects Census blocks with centroids within the walkshed and finds the percent of minority race and low-income populations within the new service area.



Route	Minority Population in Major Service Change Area Census	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%

	<b>Block Groups</b>				<b>Block Groups</b>			
1 Freeport Road	1,558/ 10,686 = 14.6%	30.8%	-53%	No	1,308/ 10,655/ = 12.3%	18.6%	-34%	No

As seen in the chart above, the block groups served by Route 1 service expansion have lower proportions of low-income and minority race populations than the service area at large. So, there is no disparate impact or disproportionate burden would be borne by the served populations.

*Route 12 Addition of Daily Trips*

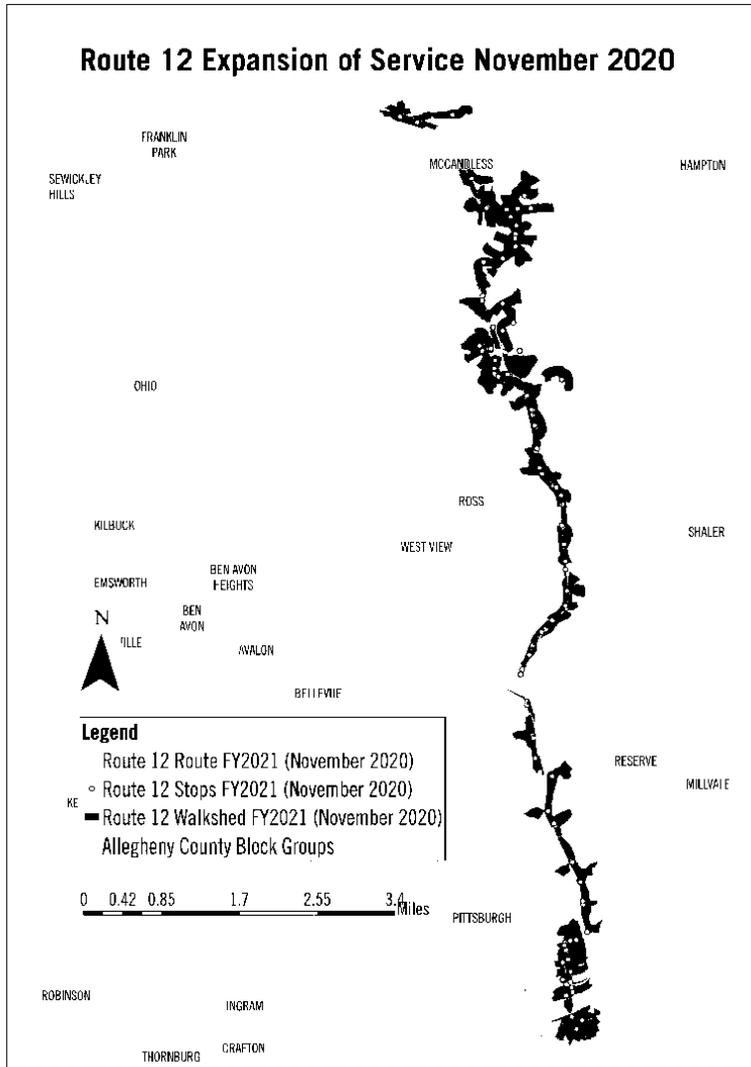
Description

Port Authority provided Route 12 McKnight with additional trips on all service days. In the September 2020 to November 2020 period, route 12 provided service for more than 352 hours weekly. Since November 2020 the route provided service for almost 554 weekly hours which accounts for more than a 57% addition to the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

Demographics of Population within Major Service Change Area

Walksheds were developed to geographically constrain the service area before and after the change. The walkshed is defined as ¼ mile on street areas around each bus stop serving the route after the new service provision.

The map below shows the service area for Route 12 service expansion. The demographic analysis selects Census blocks that intersect with the walkshed and finds the percent of minority race and low-income populations within the new service area.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
12 Daily	10,653/ 46,055 = 23.1%	30.8%	-25%	No	5,181/ 43,677 = 11.9%	18.6%	-36%	No

As seen in the chart above, the block groups served by Route 12 service expansion have lower proportions of low income and minority race populations than the service area at large. So, there is no disparate impact or disproportionate burden would be borne by the served populations.

*Route 59 Addition of Weekday Trips*  
Description

Port Authority provided Route 59 Mon Valley with added trips on weekday service. In the September 2020 to November 2020 period (2009 pick) route 59 provided service for almost 560 hours weekly. Since November 2020 (2011 pick) the route provided service for nearly 870 weekly hours which accounts for about 56% addition to the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route 59 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
59 Weekday	10,389/ 21,239 = 48.9%	30.8%	59%	Yes – No adverse effects; positive change	5,674/ 20,766 = 27.3%	18.6%	47%	Yes – No adverse effects; positive change

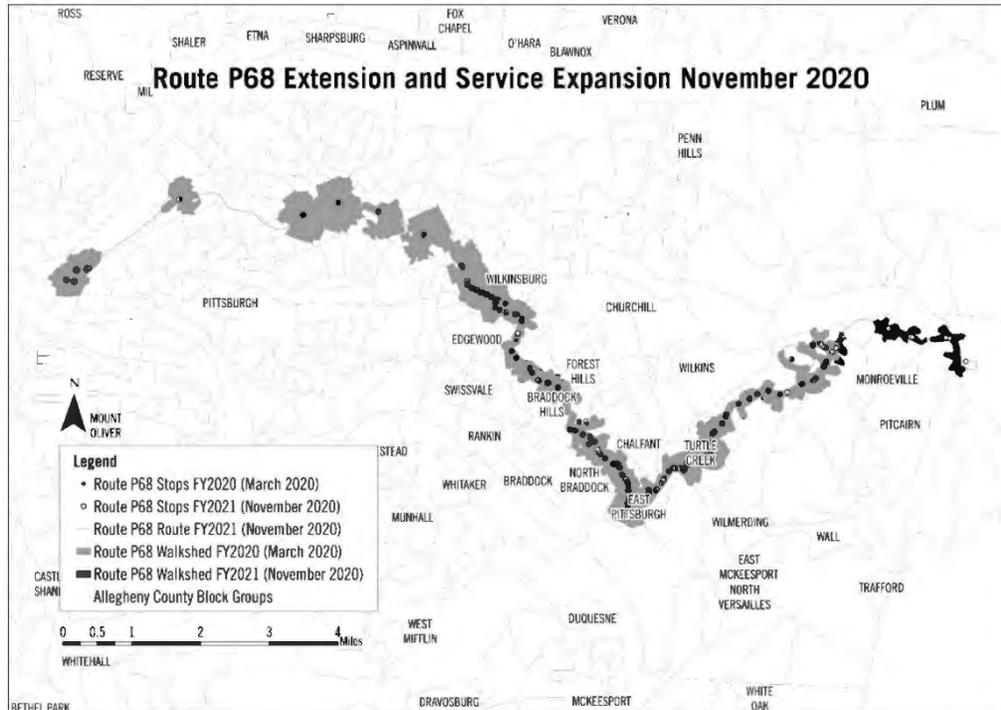
As seen in the chart above, the block groups served by Route 59 service expansion have higher proportions of low income and minority race populations than the service area at large. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.

*Route P68 Route Extension and Addition of Trips on all Service Days*  
Description

Port Authority extended service and added frequency on Route P68 Braddock Hills Flyer. In the September 2020 to November 2020 period route P68 provided service for about 256 hours weekly. Since November 2020 the route provided service for nearly 350 weekly hours which accounts for almost 37% addition to the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 12 service change. The map below shows the service area for Route P68 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
P68 Daily	4,574/ 62,822 = 39.1%	30.8%	27%	Yes – No adverse effects; positive change	12,400/ 61,539 = 20.1%	18.6%	8%	No

As seen in the chart above, the block groups served by Route P68 service expansion have higher proportions of low income and minority race populations than the service area at large. The low-income population does not cross the disproportionate burden threshold, though the minority population does cross the disparate impact threshold. However, this is a proposed service addition and a positive change, so no disparate impact or disproportionate burden would be borne by these populations.

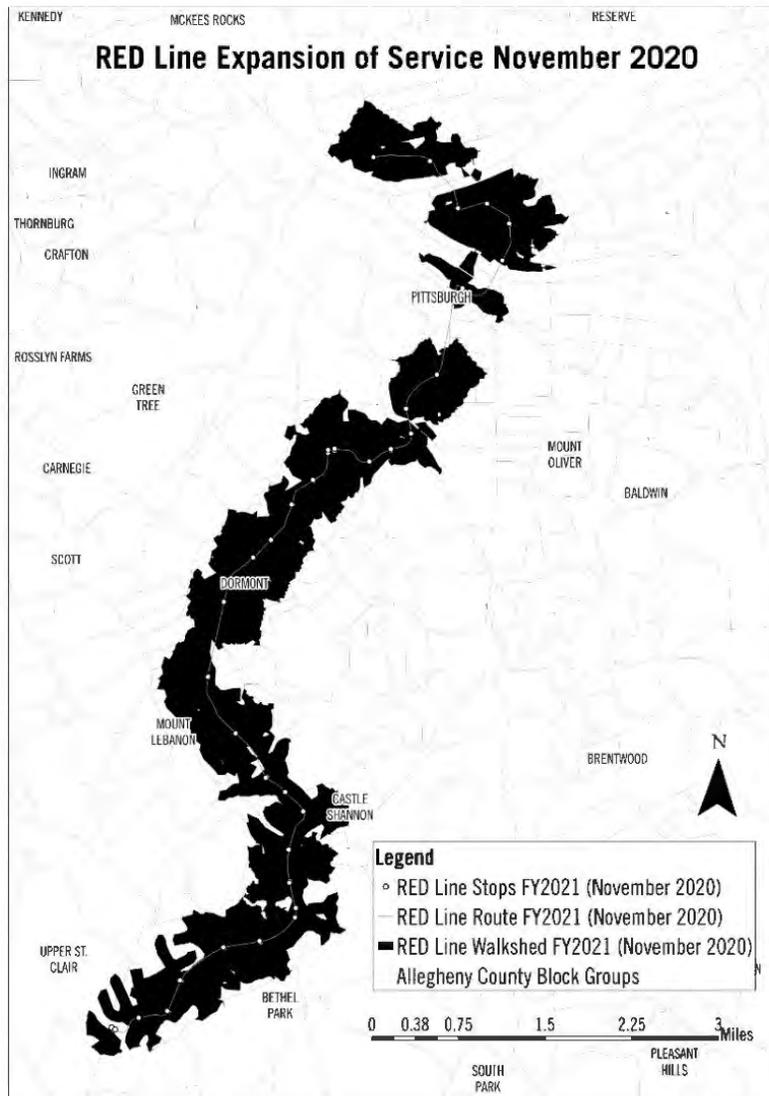
### RED Line Addition of Weekday Trips

#### Description

Port Authority provided the RED line light rail with added trips on weekday service. In the September 2020 to November 2020 period (2009 pick) RED line provided service for almost 752 hours weekly. Since November 2020 (2011 pick) the route provided service for nearly 1024 weekly hours which accounts for about 36% addition to the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority. This change was made in conjunction with a reduction in service on the BLUE line. Together, the two changes equate to a neutral overall change in light rail service levels. These changes were made to reduce transfers for both passengers and light rail operators during the pandemic to limit potential exposures.

#### Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Red Line weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
RED Weekday	6,229/39,744 = 15.7%	30.8%	-49%	No	3,687/34,940 = 10.6%	18.6%	-43%	No

As seen in the chart above, the block groups served by the RED line service expansion have lower proportions of low income and minority race populations than the service area at large. So, there is no disparate impact or disproportionate burden would be borne by the served populations.

*Service Impact Analyses: Major Reductions*

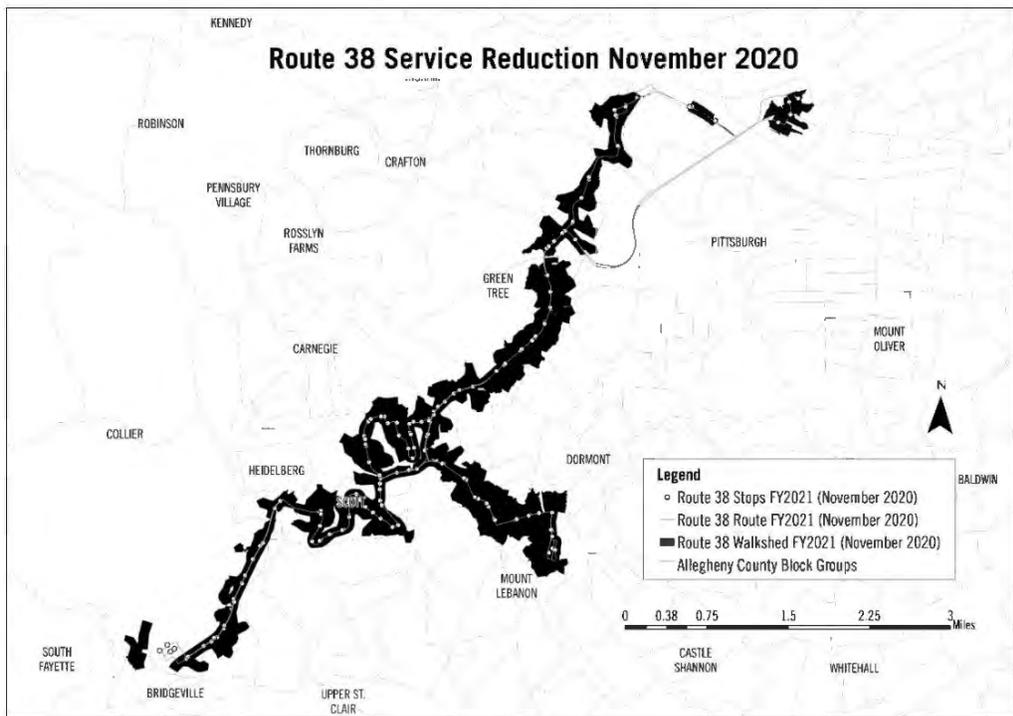
*Route 38 Reduction of Weekday Trips*

Description

Port Authority reduced weekday peak frequency on Route 38 Green Tree. In the September 2020 to November 2020 period (2009 pick) route 38 provided service for almost 450 hours weekly. Since November 2020 (2011 pick) the route provided service for a little over 268 weekly hours which accounts for more than a 40% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route 38 weekend service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
38 Weekday	1,303/8,721 = 14.9%	30.8%	-51%	No	703/7,450 = 9.4%	18.6%	-49%	No

As seen in the chart above, the block groups served by Route 38 have lower proportions minority race and lower income populations than the service area at large. So, it does not exceed the disparate impact threshold and disproportionate burden thresholds and thus there was no adverse impact on minority and low-income populations due to the service reduction

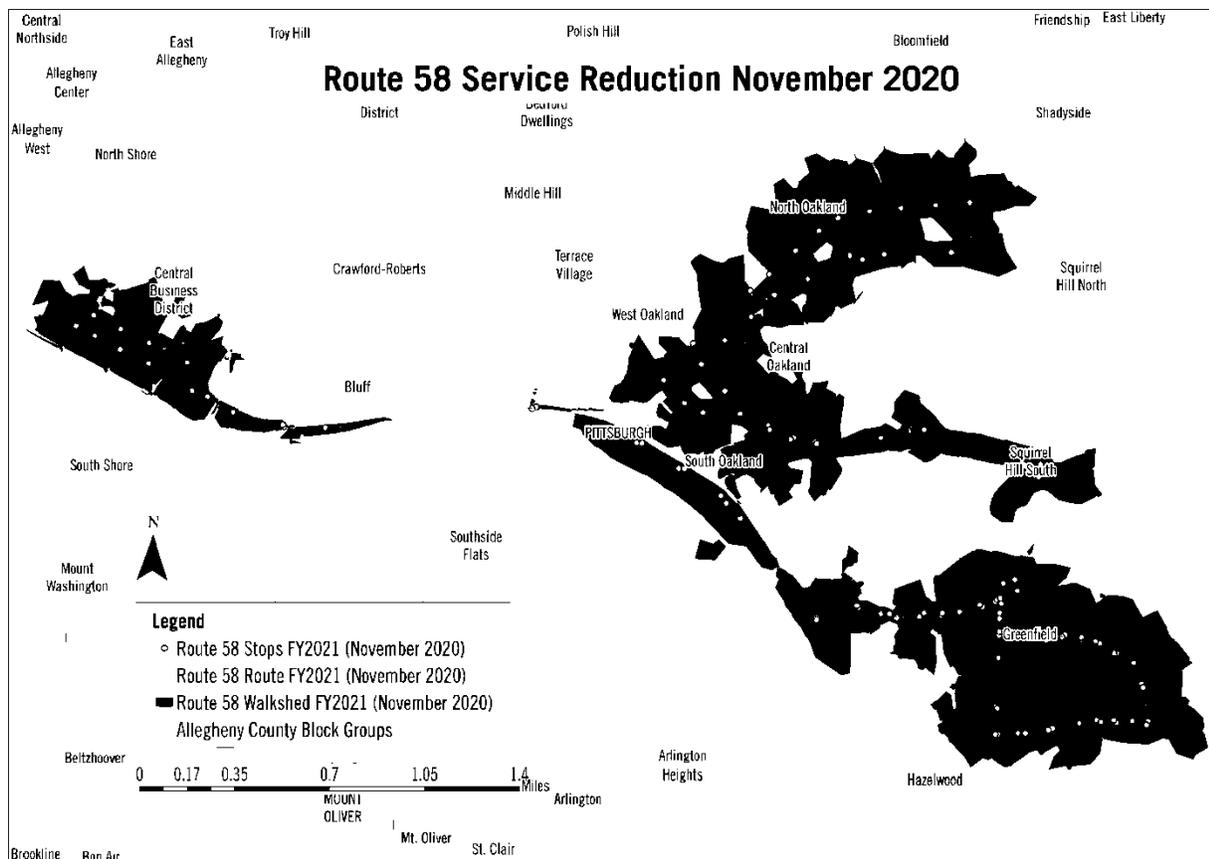
#### *Route 58 Reduction of Weekday Trips*

##### Description

Port Authority reduced weekday frequency on Route 58 Greenfield. In the September 2020 to November 2020 period (2009 pick) route 58 provided service for just over 215 hours weekly. Since November 2020 (2011 pick) the route provided service for nearly 150 weekly hours which accounts for more than a 30% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

##### Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route 58 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
58 Weekday	6,353/27,794 = 22.9%	30.8%	-26%	No	6,770/19,531 = 34.7%	18.6%	86%	Yes – There are adverse effects; negative change; prioritize return of service as situations improve.

As seen in the chart above, the block groups served by Route 58 have higher proportions of low-income populations than the service area at large. Therefore, the proposed service reduction might have a disproportionate burden on the low-income people in this area. On the other hand, the proportion of minority race populations in the location is lower than the service area, so there is no disparate impact on minority persons.

#### Evaluation of Alternatives

In July 2021, the Service Development team reviewed alternatives to put back service on Route 58 in order to avoid a disproportionate burden. The main alternative considered was to add service back to the

route, which has seen a 31% reduction in service, and was, as of July, accompanied by an 73% reduction in ridership. It was noted at that time that increasing service to this area was not justified due to the extremely low continued ridership (more than 2.4x the drop than the drop in service level) as a result of the pandemic. Additionally, 83% of the route's walkshed is covered by other bus route walksheds on 5-day a week routes, so people using this route have other alternatives available, though they may not come at exactly the same time or route in exactly the same way as Route 58. There is currently a substantial legitimate justification for the proposed service change with ridership being so heavily reduced at 2.4x the service drop. This route is being closely monitored for ridership increases, and Port Authority will increase service to replace what has been lost as ridership returns to the extent that funding and resources continue to be available to do so.

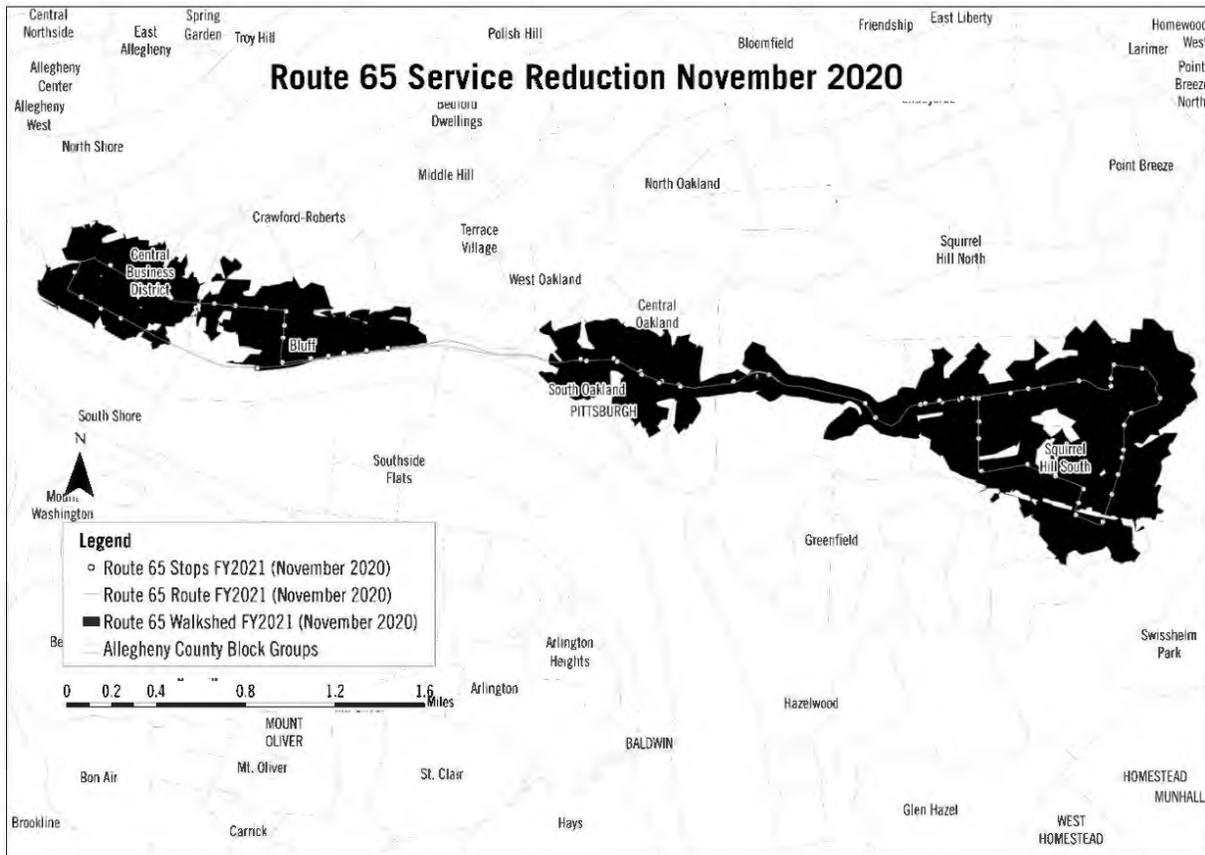
**Route 65 Reduction of Weekday Trips**

**Description**

Port Authority reduced weekday frequency on Route 65 Squirrel Hill. In the September 2020 to November 2020 period (2009 pick) route 65 provided service for a little over 53 hours weekly. Since November 2020 (2011 pick) the route provided service for more than 32 weekly hours which accounts for a 39% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

**Demographics of Population within Major Service Change Area**

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below the service area for Route 65 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
65 Weekday	5,639/22,176 = 25.4%	30.8%	-17%	No	6,143/20,481 = 30%	18.6%	61%	Yes – There are adverse effects; negative change; prioritize return of service as situations improve.

As seen in the chart above, the block groups served by Route 65 have higher proportions of low-income populations than the service area at large. Therefore, the proposed service reduction might have a disproportionate burden on the low-income people in this area. On the other hand, the proportion of minority race populations in the location is lower than the service area, so there is no disparate impact on minority persons.

#### Evaluation of Alternatives

In July 2021, the Service Development team reviewed alternatives to put back service on Route 65 in order to avoid a disproportionate burden. The main alternative considered was to add service back to the route, which has seen a 38% reduction in service, and was, as of July, accompanied by an 86% reduction in ridership. It was noted at that time that increasing service to this area was not justified due to the extremely low continued ridership (more than 2.3x the drop than the drop in service level) as a result of the pandemic. Additionally, 92% of the route’s walkshed is covered by other bus route walksheds on 5-day a week routes, so people using this route have other alternatives available, though they may not come at exactly the same time or route in exactly the same way as Route 65. There is currently a substantial legitimate justification for the proposed service change with ridership being so heavily reduced at 2.3x the service drop. This route is being closely monitored for ridership increases and will increase service to replace what has been lost as ridership returns to the extent that funding and resources continue to be available to do so.

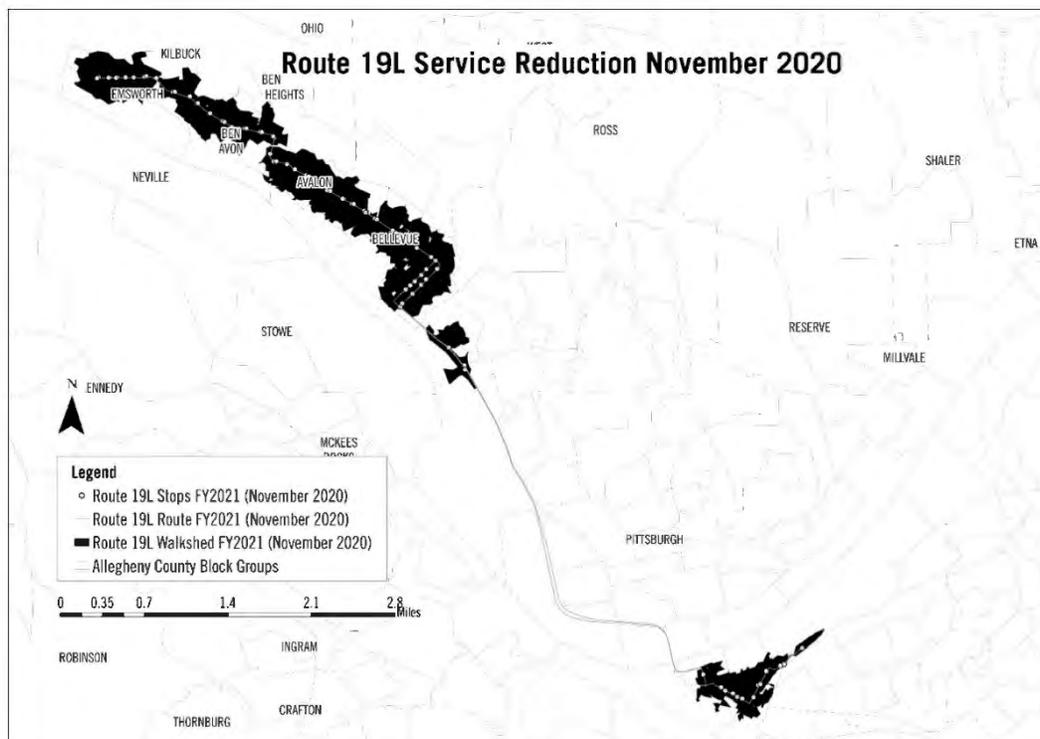
#### *Route 19L Reduction of Weekday Trips*

##### Description

Port Authority reduced weekday peak frequency on Route 19L Emsworth Limited. In the September 2020 to November 2020 period (2009 pick) route 19L provided service for just over 80 hours weekly. Since November 2020 (2011 pick) the route provided service for almost 50 weekly hours which accounts for a 39% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

##### Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route 19L weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
19L Weekday	1,889/ 12,757 = 14.8%	30.8%	-52%	No	1,356/ 12,735 = 10.6%	18.6%	-43%	No

As seen in the chart above, the block groups served by Route 19L have lower proportions of low income and minority race populations than the service area at large. Therefore, the proposed service reduction does not have a disproportionate burden on the low-income and minority race persons in this area.

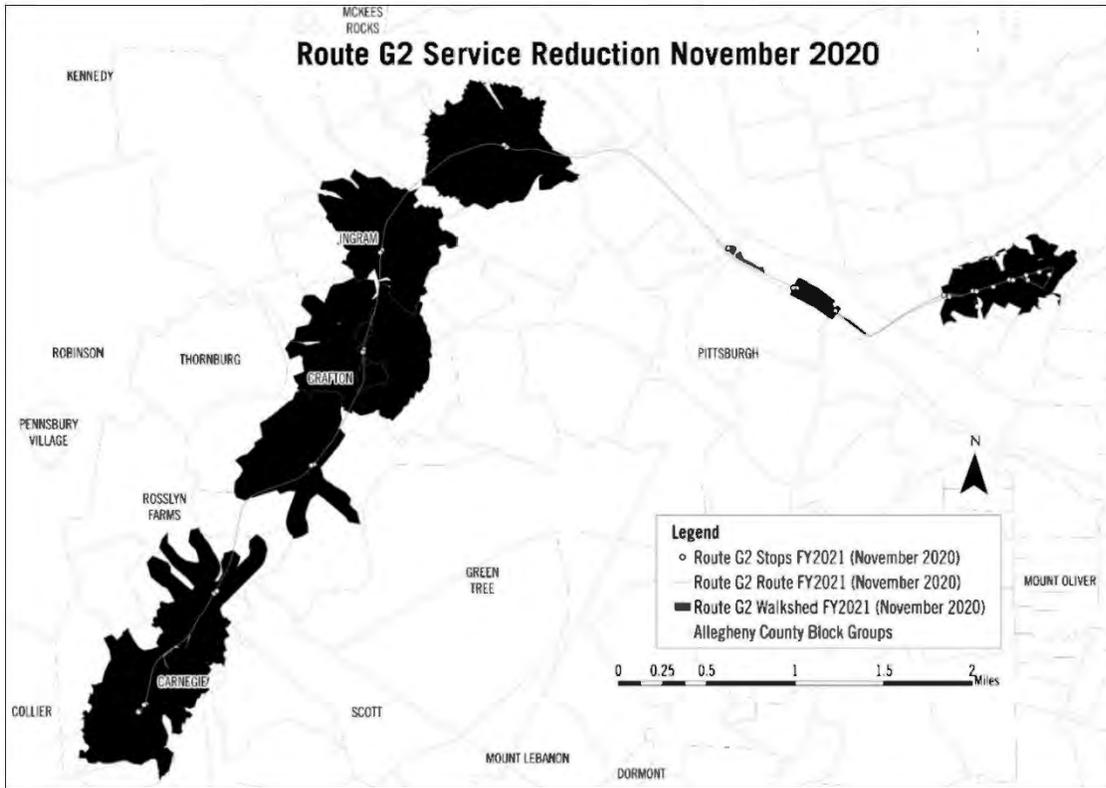
### Route G2 Reduction of Weekday Trips

#### Description

Port Authority reduced weekday peak frequency on Route G2 West Busway. In the September 2020 to November 2020 period (2009 pick) route G2 provided service for more than 435 hours weekly. Since November 2020 (2011 pick) the route provided service for just over 298 weekly hours which accounts for more than 31% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

#### Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route G2 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
G2 Weekday	2,909/ 14,863 = 19.6%	30.8%	-36%	No	2,164/ 14,803 = 14.6%	18.6%	-21%	No

As seen in the chart above, the block groups served by Route G2 have lower proportions of low income and minority race populations than the service area at large. Therefore, the proposed service reduction does not have a disproportionate burden on the low-income and minority race persons in this area.

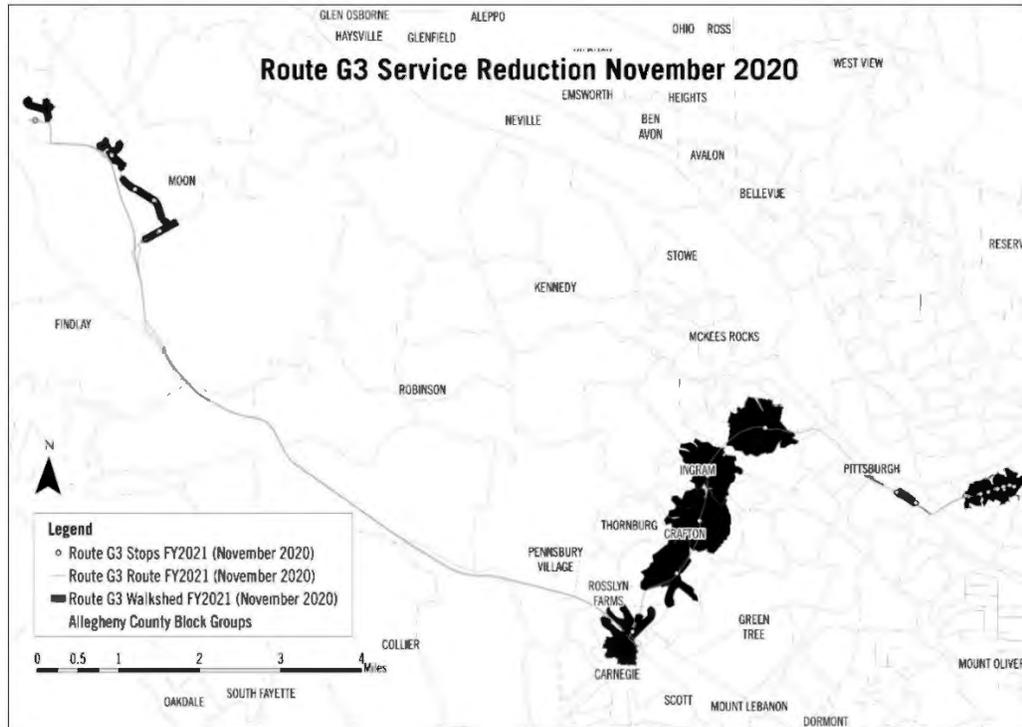
*Route G3 Reduction of Weekday Trips*

Description

Port Authority reduced weekday frequency on Route G3 Moon Flyer. In the September 2020 to November 2020 period (2009 pick) route G3 provided service for nearly 152 hours weekly. Since November 2020 (2011 pick) the route provided service for almost 69 weekly hours which accounts for a reduction of about 36% from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route G3 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
G3 Weekday	2,677/ 13,538 = 19.8%	30.8%	-36%	No	1,925/ 13,478 = 14.3%	18.6%	-23%	No

As seen in the chart above, the block groups served by Route G3 have lower proportions of low income and minority race populations than the service area at large. Therefore, the proposed service reduction does not have a disproportionate burden on the low-income and minority race persons in this area.

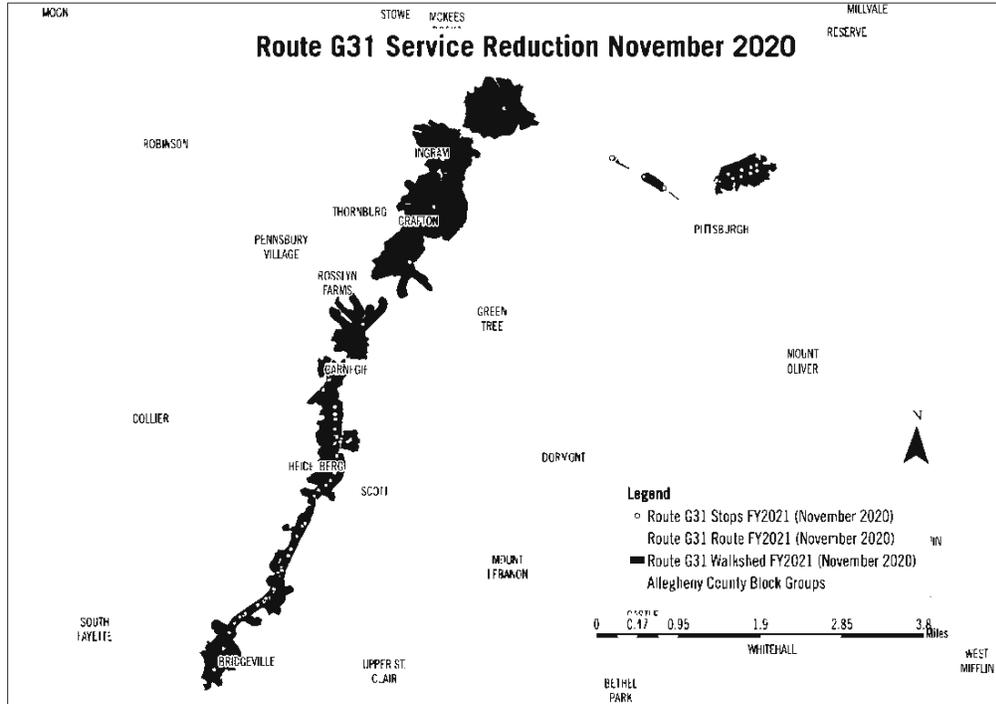
*Route G31 Reduction of Weekday Trips*

Description

Port Authority reduced weekday frequency on Route G31 Bridgeville Flyer. In the September 2020 to November 2020 period (2009 pick) route G31 provided service for over 96 hours weekly. Since November 2020 (2011 pick) the route provided service about 62 weekly hours which accounts for a 36% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route G31 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
G31 Weekday	2,889/ 15,381 = 18.8%	30.8%	-39%	No	2,238/ 15,291 = 14.6%	18.6%	-21%	No

As seen in the chart above, the block groups served by Route G31 have lower proportions of low-income and minority race populations than the service area at large. Therefore, the proposed service reduction does not have a disproportionate burden on the low-income and minority race persons in this area.

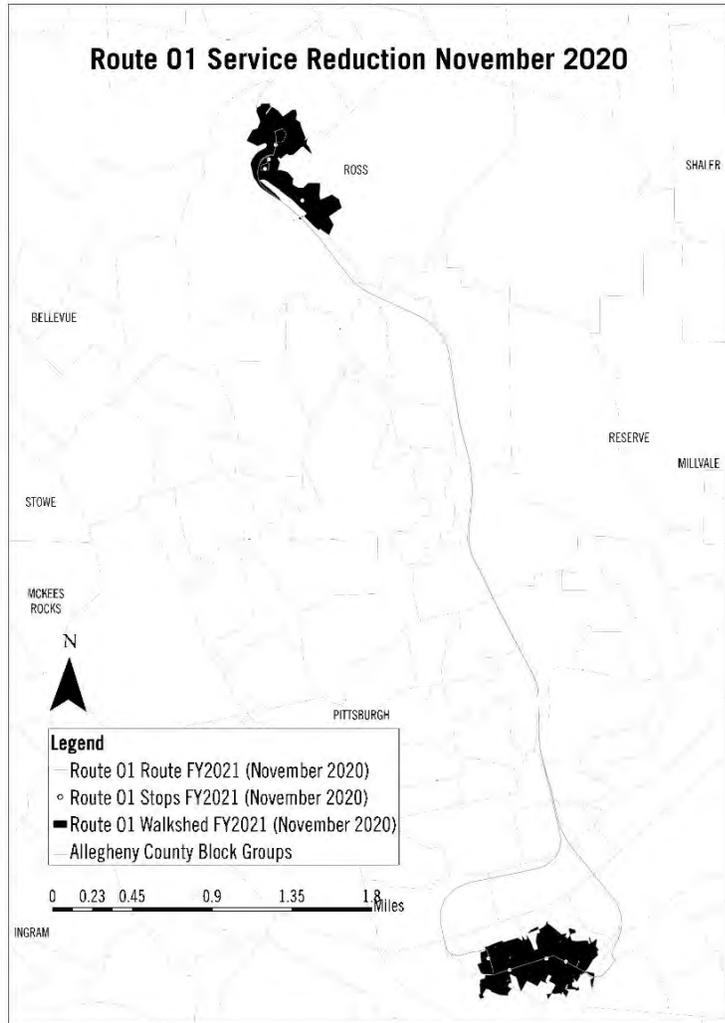
*Route O1 Reduction of Weekday Trips*

Description

Port Authority reduced weekday frequency on Route O1 Ross Flyer. In the September 2020 to November 2020 period (2009 pick) route O1 provided service for about 83 hours weekly. Since November 2020 (2011 pick) the route provided service for about 24 weekly hours which accounts for a 71% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 12 service change. The map below shows the service area for Route O1 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
O1 Weekday	1,261/ 8,396 = 15%	30.8%	-51%	No	807/ 7,298 = 11.1%	18.6%	-41%	No

As seen in the chart above, the block groups served by Route O1 have lower proportions of low income and minority race populations than the service area at large. Therefore, the proposed service reduction does not have a disproportionate burden on the low-income and minority race persons in this area.

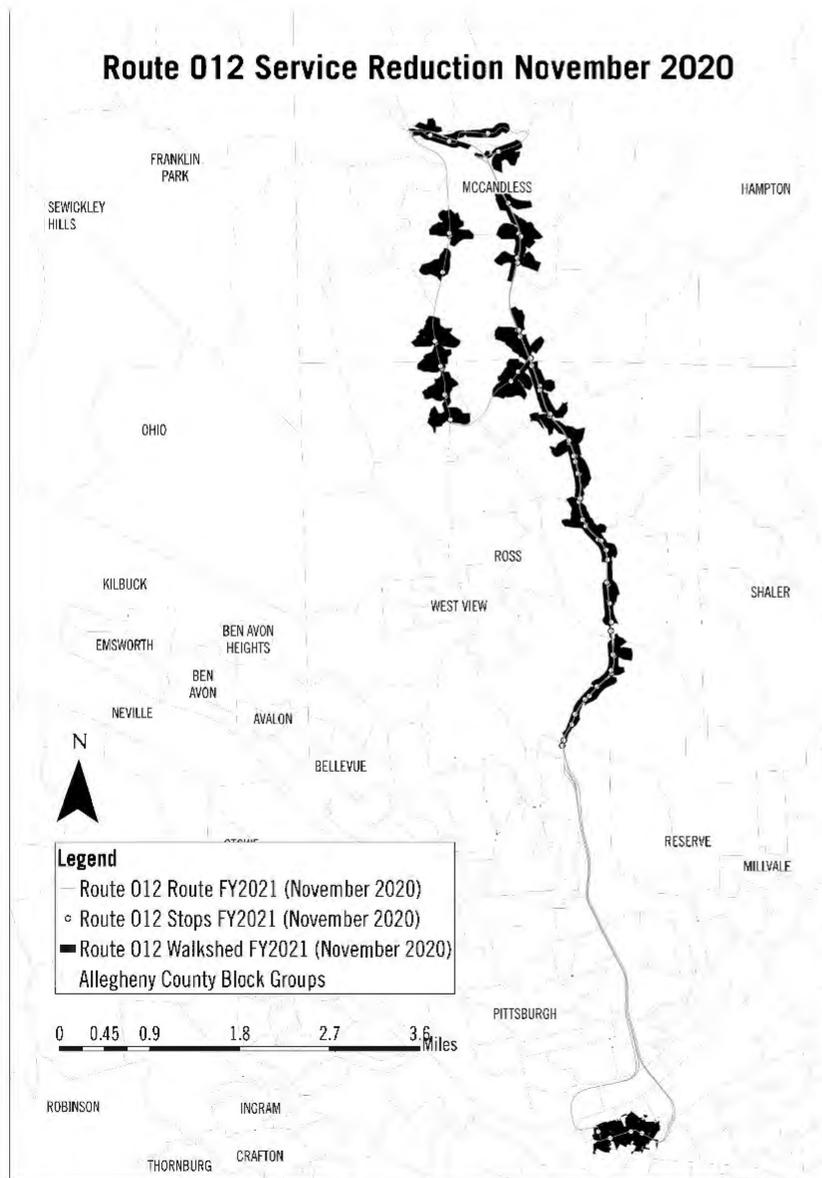
*Route O12 Reduction of Weekday Trips*

Description

Port Authority reduced weekday frequency on Route O12 McKnight Flyer. In the September 2020 to November 2020 period (2009 pick) route O12 provided service for 185 hours weekly. Since November 2020 (2011 pick) the route provided service for just over 76 weekly hours which accounts for more than 58% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route O12 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
O12 Weekday	5,289/37,707 = 14%	30.8%	-54%	No	2,078/35,725 = 5.8%	18.6%	-69%	No

As seen in the chart, the block groups served by Route O12 have lower proportions of low-income and minority race populations than the service area at large. Therefore, the proposed service reduction does not have a disproportionate burden on the low-income and minority race persons in this area.

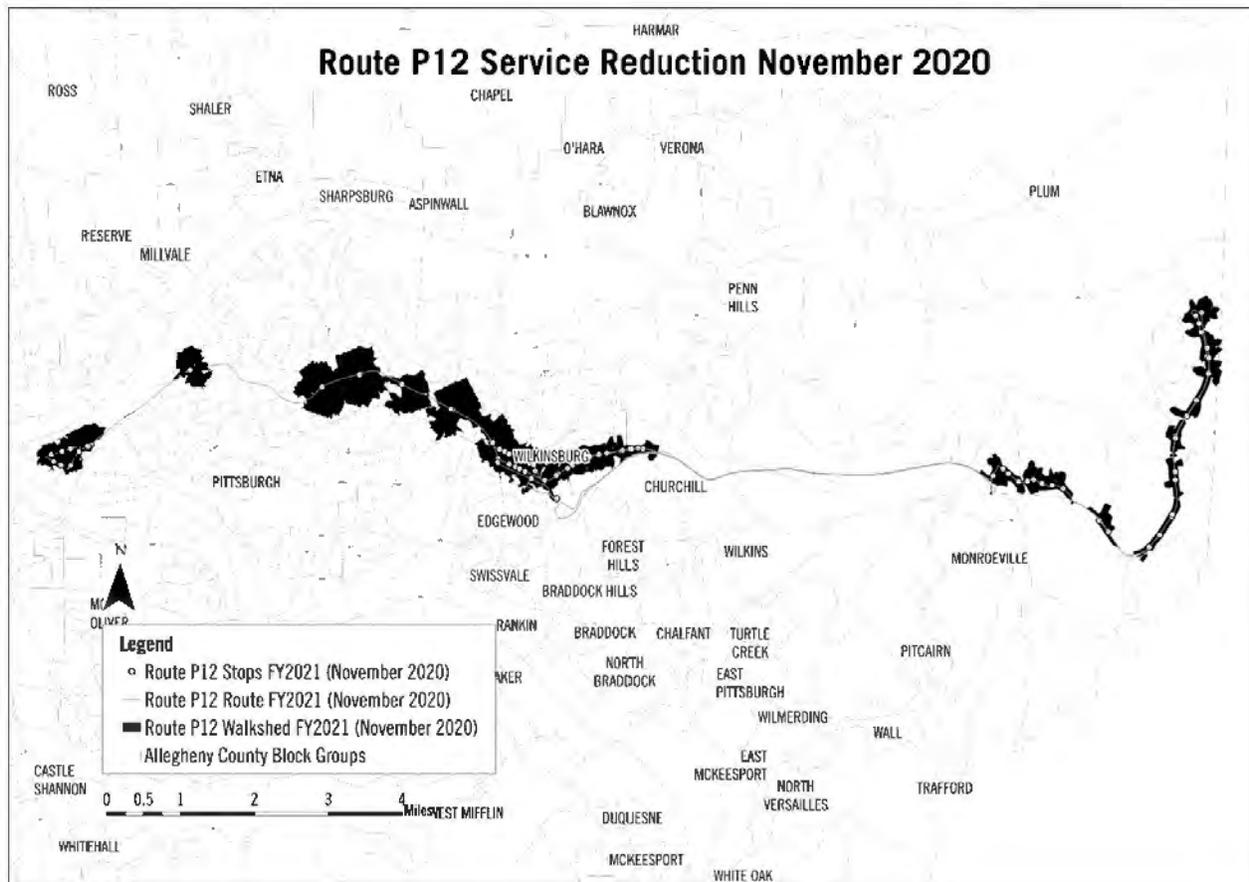
*Route P12 Reduction of Weekday Trips*

Description

Port Authority reduced weekday peak frequency on Route P12 Holiday Park Flyer. In the September 2020 to November 2020 period (2009 pick) route P12 provided service for more than 186 hours weekly. Since November 2020 (2011 pick) the route provided service for just over 103 weekly hours which accounts for a 45% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route P12 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
P12 Weekday	8,943/18,034 = 49.6%	30.8%	61%	Yes – There are adverse effects; negative change; prioritize return of service as situations improve.	3,809/17,806 = 21.4%	18.6%	15%	No

As seen in the chart above, the block groups served by Route P12 have higher proportions of low income and minority race populations than the service area at large, and one that exceeds the disparate impact threshold for minority race populations. Therefore, the proposed service reduction might have a disparate impact on the minority race persons in this area. The low-income population proportion does not exceed the disproportionate burden threshold, so it might be said that the adverse impact might not be severe on these populations.

## Evaluation of Alternatives

In July 2021, the Service Development team reviewed alternatives to put back service on Route P12 in order to avoid a disproportionate burden. The main alternative considered was to add service back to the route, which has seen a 44% reduction in service, and was, as of July, accompanied by an 84% reduction in ridership. It was noted at that time that increasing service to this area was not justified due to the extremely low continued ridership (more than 1.9x the drop than the drop in service level) as a result of the pandemic. Additionally, 66.4% of the route's walkshed is covered by other bus route walksheds on 5-day a week routes, so people using this route have other alternatives available, though they may not come at exactly the same time or route in exactly the same way as Route P12. There is currently a substantial legitimate justification for the proposed service change with ridership being so heavily reduced at 1.9x the service drop. This route is being closely monitored for ridership increases and will increase service to replace what has been lost as ridership returns to the extent that funding and resources continue to be available to do so.

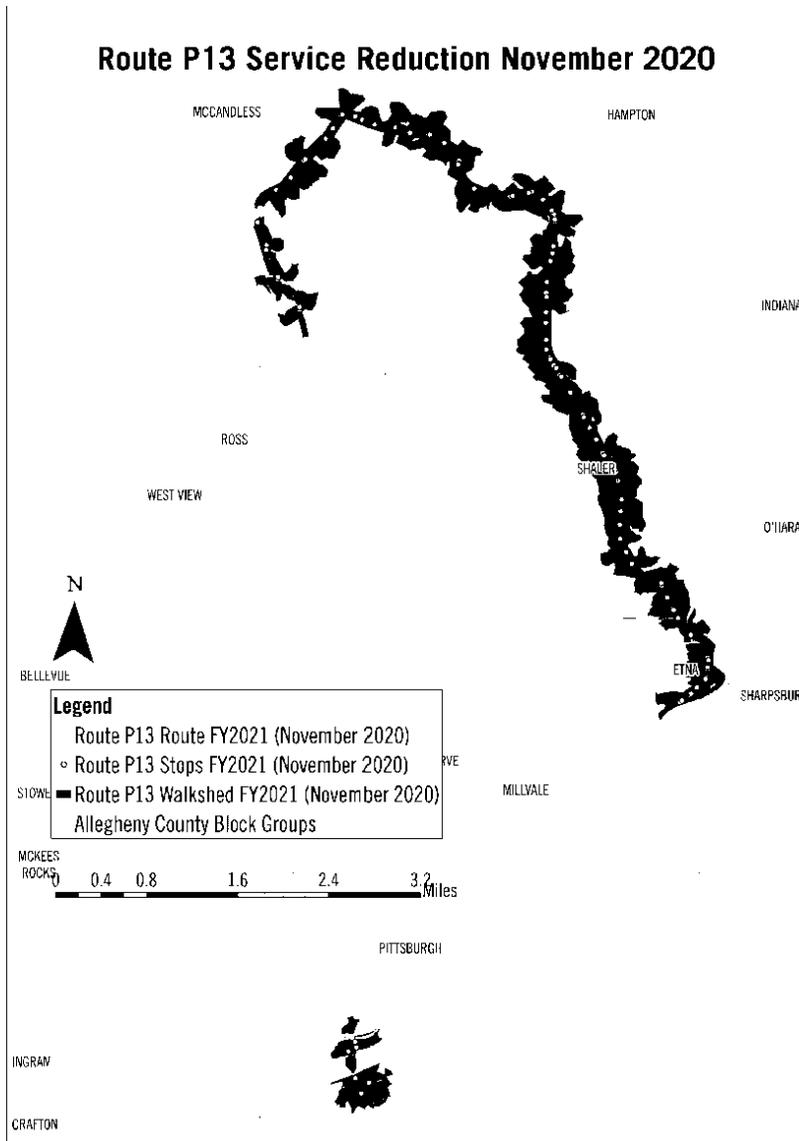
### *Route P13 Reduction of Weekday Trips*

#### Description

Port Authority reduced weekday peak frequency on Route P13 Mount Royal Flyer. In the September 2020 to November 2020 period (2009 pick) route P13 provided service for over 52 hours weekly. Since November 2020 (2011 pick) the route provided service for about 22 weekly hours which accounts for a 58% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

#### Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 12 service change. The map below shows the service area for Route P13 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
P13 Weekday	6,020/43,813 = 13.7%	30.8%	-55%	No	3,215/41,879 = 7.7%	18.6%	-59%	No

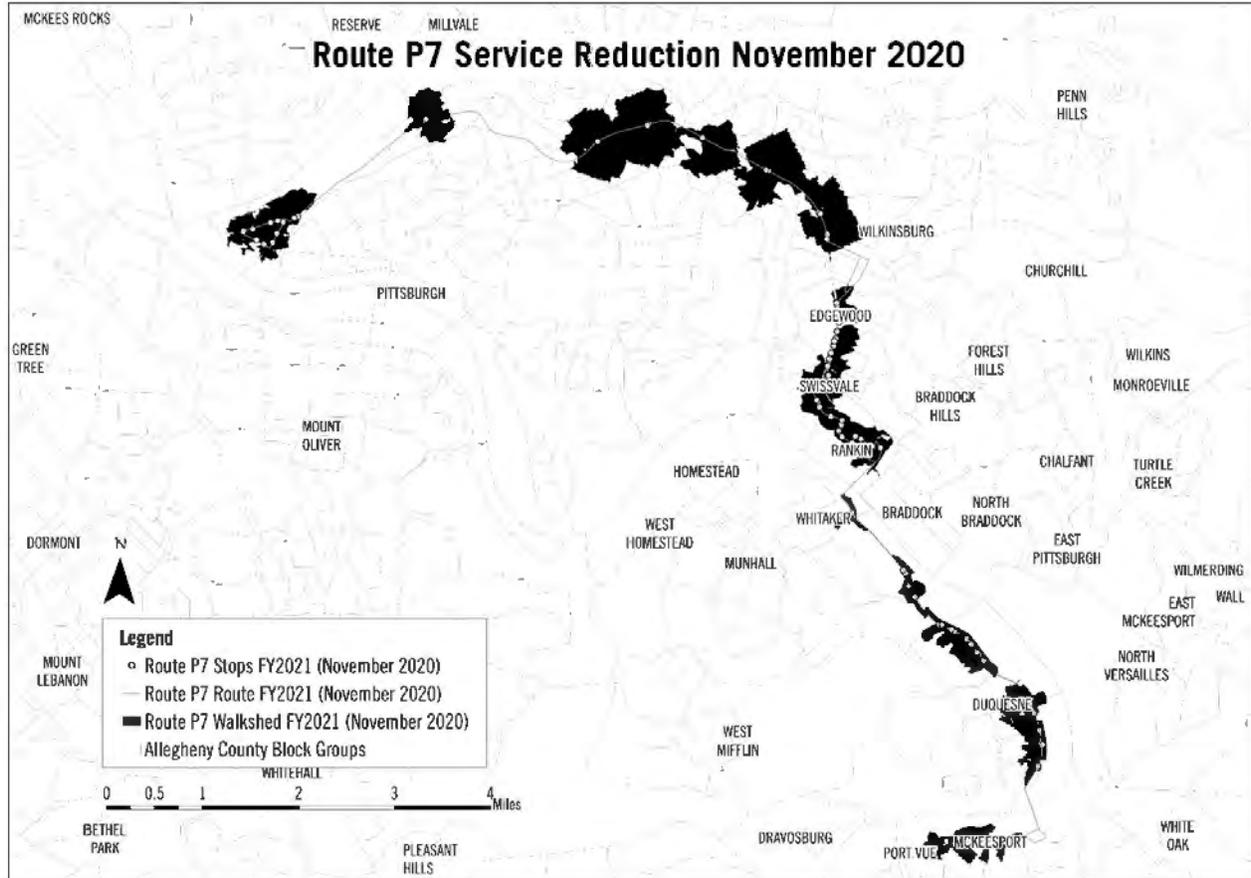
As seen in the chart above, the block groups served by Route P13 have lower proportions of low-income and minority race populations than the service area at large. Therefore, the proposed service reduction does not have a disproportionate burden on the low-income and minority race persons in this area.

*Route P7 Reduction of Weekday Trips*  
Description

Port Authority reduced weekday frequency on Route P7 McKeesport Flyer. In the September 2020 to November 2020 period (2009 pick) route P7 provided service for nearly 128 hours weekly. Since November 2020 (2011 pick) the route provided service for almost 80 weekly hours which accounts for a 38% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route P7 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
P7 Weekday	10,433/21,454 = 48.6%	30.8%	58%	Yes – There are adverse effects; negative change; prioritize return of service as situations improve.	5,624/21,166 = 26.6%	18.6%	43%	Yes – There are adverse effects; negative change; prioritize return of service as situations improve.

As seen in the chart above, the block groups served by Route P7 have higher proportions of low-income and minority race populations than the service area at large. Therefore, the proposed service reduction might have a disproportionate burden on the low-income and minority race persons in this area.

Evaluation of Alternatives

In July 2021, the Service Development team reviewed alternatives to put back service on Route P7 in order to avoid a disproportionate burden. The main alternative considered was to add service back to the route, which has seen a 30% reduction in service, and was, as of July, accompanied by an 76% reduction in ridership. It was noted at that time that increasing service to this area was not justified due to the extremely low continued ridership (more than 2.5x the drop than the drop in service level) as a result of the pandemic. Additionally, 100% of the route’s walkshed is covered by other bus route walksheds on 5-day a week routes, so people using this route have other alternatives available, though they may not come at exactly the same time or route in exactly the same way as Route P7. There is currently a substantial legitimate justification for the proposed service change with ridership being so heavily reduced at 2.5x the service drop. This route is being closely monitored for ridership increases and will increase service to replace what has been lost as ridership returns to the extent that funding and resources continue to be available to do so.

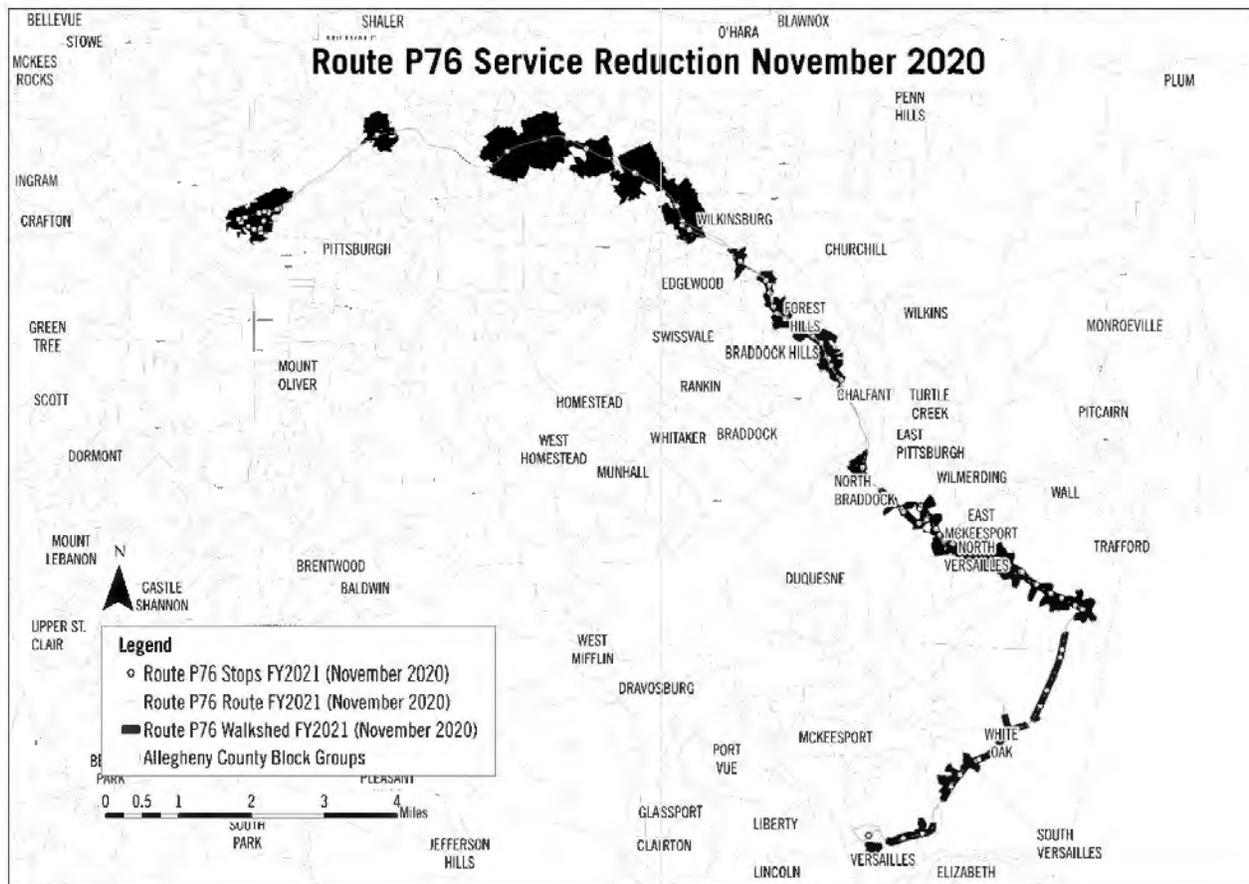
*Route P76 Reduction of Weekday Trips*

Description

Port Authority reduced weekday frequency on Route P76 Lincoln Highway Flyer. In the September 2020 to November 2020 period (2009 pick) route P76 provided service for about 133 hours weekly. Since November 2020 (2011 pick) the route provided service for about 84 weekly hours which accounts for a 37% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route P76 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
P76 Weekday	6,449/15,827 = 40.7%	30.8%	32%	Yes – There are adverse effects; negative change; prioritize return of service as situations improve.	3,289/15,614 = 21.1%	18.6%	13%	No

As seen in the chart above, the block groups served by Route P76 have higher proportions of minority race and low-income populations than the service area at large. Therefore, the proposed service reduction might have a disparate impact on the minority race persons in this area. The low-income population,

however, does not exceed the disproportionate burden threshold, so it might be said that the adverse impact might not be severe on these populations.

#### Evaluation of Alternatives

In July 2021, the Service Development team reviewed alternatives to put back service on Route P76 in order to avoid a disproportionate burden. The main alternative considered was to add service back to the route, which has seen a 37% reduction in service, and was, as of July, accompanied by an 78% reduction in ridership. It was noted at that time that increasing service to this area was not justified due to the extremely low continued ridership (more than 2.1x the drop than the drop in service level) as a result of the pandemic. Additionally, 51.7% of the route's walkshed is covered by other bus route walksheds on 5-day a week routes, so people using this route have other alternatives available, though they may not come at exactly the same time or route in exactly the same way as Route P76. There is currently a substantial legitimate justification for the proposed service change with ridership being so heavily reduced at 2.1x the service drop. This route is being closely monitored for ridership increases and will increase service to replace what has been lost as ridership returns to the extent that funding and resources continue to be available to do so.

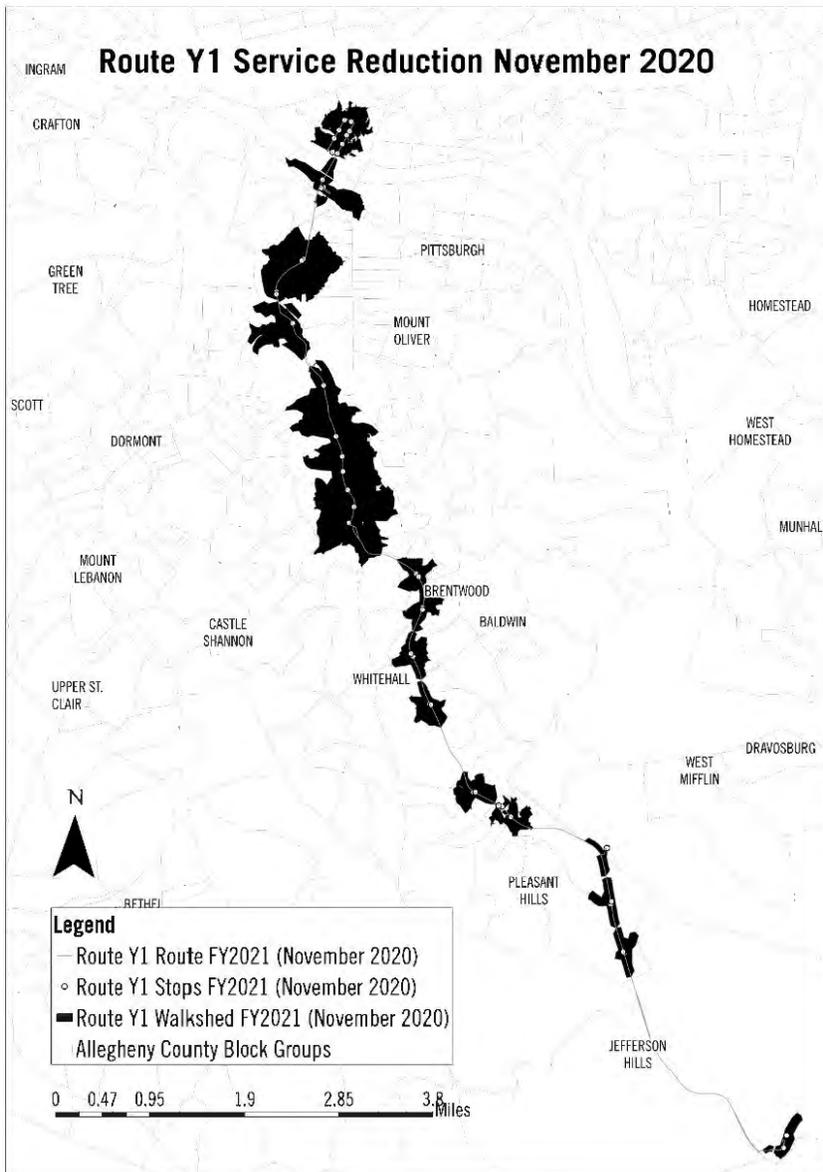
#### *Route Y1 Reduction of Weekday Trips*

##### Description

Port Authority reduced weekday frequency on Route Y1 Large Flyer. In the September 2020 to November 2020 period (2009 pick) route Y1 provided service for about 74 hours weekly. Since November 2020 (2011 pick) the route provided service for just over 34 weekly hours which accounts for a 53% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

##### Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route Y1 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
Y1 Weekday	1,298/ 8,107 = 16%	30.8%	-48%	No.	943/ 8,097 = 11.6%	18.6%	-37%	No

As seen in the chart, the block groups served by Route Y1 have lower proportions of low-income and minority race populations than the service area at large. Therefore, the proposed service reduction does not have a disproportionate burden on the low-income and minority race persons in this area.

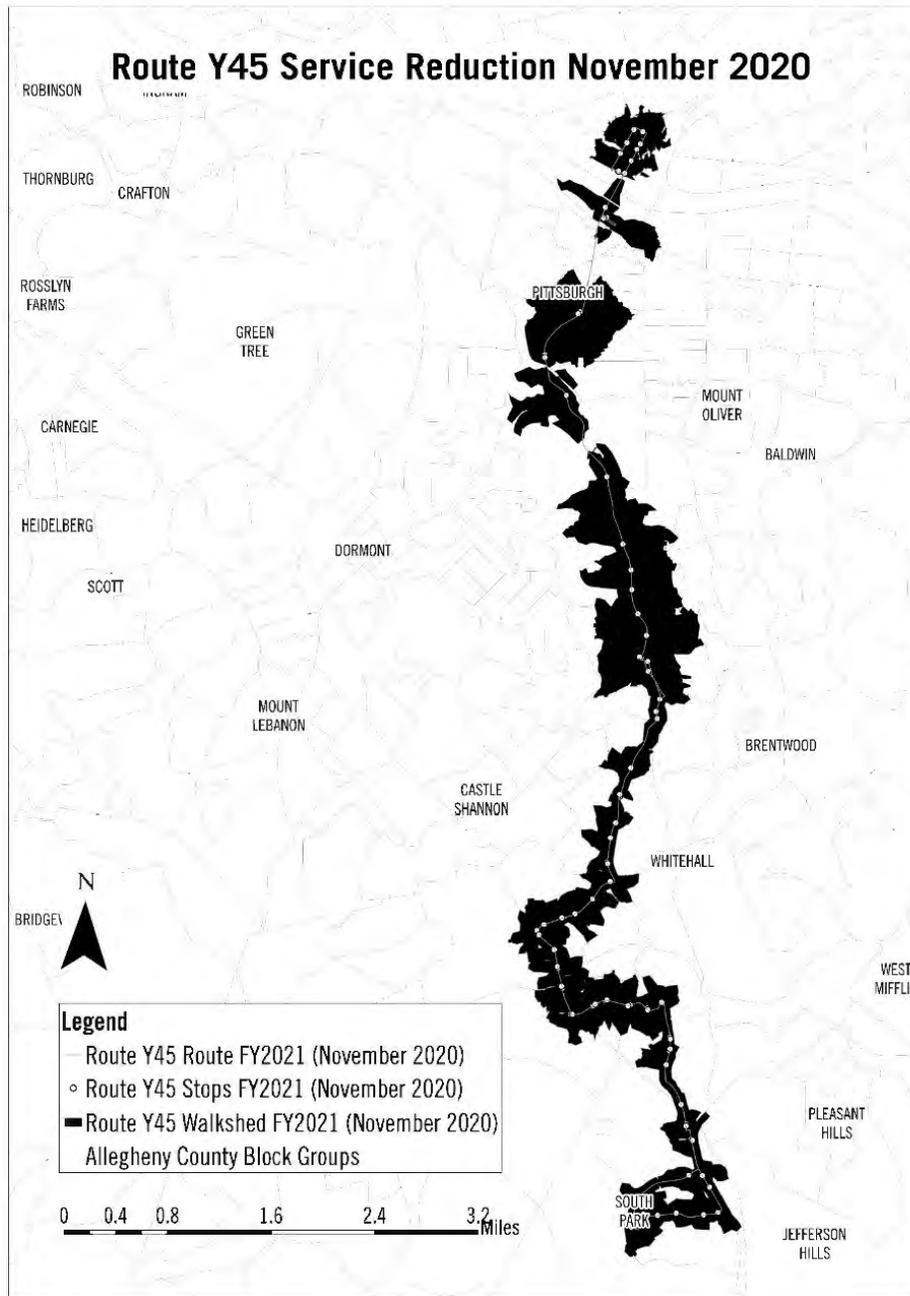
### Route Y45 Reduction of Weekday Trips

#### Description

Port Authority reduced weekday frequency on Route Y45 Baldwin Manor Flyer. In the September 2020 to November 2020 period (2009 pick) route Y45 provided service for almost 53 hours weekly. Since November 2020 (2011 pick) the route provided service for about 35 weekly hours which accounts for a 34% reduction from the 2009 weekly hours. This is more than 30% change of the current service hours, which qualifies as a major service change for the Authority.

#### Demographics of Population within Major Service Change Area

Walksheds and selection of Census data were developed in the same manner as the Route 1 service change. The map below shows the service area for Route Y45 weekday service.



Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
Y45 Weekday	1,171/9,474 = 12.4%	30.8%	-60%	No	930/ 9,472 = 9.8%	18.6%	-47%	No

As seen in the chart above, the block groups served by Route Y45 have lower proportions of low-income and minority race populations than the service area at large. Therefore, the proposed service reduction does not have a disproportionate burden on the low-income and minority race persons in this area.

*Major Service Reductions FY2021 - Hearing and Public Comment Period*

Pursuant with Port Authority’s Major Service Change Policy, the Authority is required to undergo a public comment period and host a public hearing for any major service reduction.

In November 2020 Port Authority implemented 20 (twenty) major service changes intended to temporarily rebalance service from underused commuter routes toward local routes that were experiencing pass-ups due to capacity restrictions. Throughout 2021, continued waves and troughs in the pandemic led the service development team to continually put on hold the return of service to the commuter routes, leading to the need to conduct a formal Title VI analysis in the fall of 2021 as the FTA considers changes lasting longer than 12 months to be “permanent” in nature and require analysis and formal process for input as defined by the agency.

On November 9, 2021 Port Authority released a statement indicating that Port Authority staff would present a resolution to the Authority's Planning and Stakeholder Relations Committee seeking approval of a Title VI analysis and a 60-day public comment period on service changes the agency implemented in 2020. On November 19, Port Authority's Board approved the resolution authorizing the public comment period. The public comment period began December 1, 2021 and ended on February 1, 2022. A virtual public hearing information session occurred on Tuesday, January 11, 2022 from 5:30 to 7:00 p.m. A hybrid in-person/virtual public hearing was held on Thursday, January 27 from 3:00to 6:30 p.m.

Across all mediums, there were forty-six (46) total commenters. Generally, commenters were concerned about the loss of frequency, particularly on Route 58 Greenfield. A majority of the comments that were unrelated to these service changes called for enforcement of mask wearing and higher frequency of service on routes that were not affected by these changes.

Following the completion of the above Title VI Analyses, the Port Authority’s Board was presented the report and subsequently voted to approve the analysis at its Board meeting in November 2021. The meeting minutes from this Board meeting can be found in Appendix Q. Additionally, the full report of the public comment period and hearing can be found in Appendix R.

**Disparate Impact Analysis of Aggregated Major Service Changes 2019 - 2021**

Utilizing the Disparate Impact Policy adopted by Port Authority’s Board (following FTA Office of Civil Rights review) in November of 2015, all 35 of the major service changes during 2019 to 2021 were analyzed to determine if a disparate impact would occur within minority populations affected by the change. The Authority defines *disparate impact* as the “impact of any Major Service Change or Fare Change that results in a Minority Population bearing Adverse Effects which are 20 percent more than the Adverse Effects borne by the non-minority population”.

To simplify the analyses, another way of looking at this same information is to compare the percentage minority population within the affected area to the percentage minority population in the entire service area. If the minority population in the affected area is 20% greater than the minority population for the entire service area, then the proposed service change has a disparate impact. Disparate impacts occurring where **adverse effects are expected** (aka reduction in service) result in a required analysis of alternatives and substantial legitimate justification if the change is to be carried out.

The demographic impact of service additions in FY2020 and FY2021 are summarized below. From the analysis below, it can be seen that collectively, these route extensions and service additions serve higher proportions of minority race populations than the overall service area of Allegheny County. Therefore, the addition of this service will provide an added benefit to these communities and shows the Authority’s stress on equity in the development of its data-driven model for prioritizing new service in Allegheny County.

Year	Route	Minority Population in Major Service Change Area Census Block Groups	Allegheny County Minority Population	Percent Change from Service Area	Exceeds Disparate Impact Threshold of +20%
FY2020	Routes 4, 20, 22, 29, 36, 39, 60, 74, 93	30,556/ 74,679 = 40.92%	21.20%	93%	Yes – No adverse effects; positive change
FY2021 (implemented in November 2020)	Routes 2, 53, 60, 68	13,062/ 37,850 = 34.51%	21.20%	63%	Yes – No adverse effects; positive change
FY2021 (pandemic changes made in November 2020, permanent in November 2021)	Routes 1, 12, 59, P68 and RED	53,403/ 180,546 = 29.58%	30.8%	-4%	No

As a result of the analyses for service additions, it is concluded that no disparate impacts or disproportionate burdens will be placed on minority race or low-income communities for these major service changes.

The demographic impact of service reductions in FY2021 are summarized below. From the analysis below, it can be seen that collectively, as one large service change shown in the below table, there are no disproportionate burdens on low-income communities for this group of major service changes.

Year	Route	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
FY2021 (pandemic changes made in November 2020, permanent in November 2021)	38, 58, 65, 19L, G2, G3, G31, O1, O12, P12, P13, P7, P76, Y1, and Y45	41,994/ 260,826 = 16.10%	18.6%	-13%	No

However, proposed service reductions to routes 58, 65, P12, P7, and P76 will be closely monitored as they may have a disparate impact on minority race persons in their respective service areas. Return of service is a priority for these routes as ridership hopefully rebounds in 2022 and funding and resources continue to be available to support same.

**Disproportionate Burden Analyses of Aggregated Major Service Changes 2019 - 2021**

Utilizing the Disproportionate Burden Policy adopted by Port Authority’s Board (following FTA Office of Civil Rights review) in November of 2015, all 35 of the major service changes during 2019 to 2021 were analyzed to determine if a disproportionate burden would occur within low-income populations affected by the change. The Authority defines *disproportionate burden* as an effect that “disproportionately affects Low-Income Populations more than non-low-income populations.” The Authority will use a 20% threshold to determine if the adverse effects are disproportionate.

The demographic impact of service additions in FY2020 and FY2021 are summarized below. From the analysis below, it can be seen that together, these route extensions and service additions serve higher proportions of low-income populations than the overall service area of Allegheny County. Therefore, the addition of this service will provide an added benefit to these communities and shows the Authority’s stress on equity in the development of its data-driven model for prioritizing new service in Allegheny County.

Year	Route	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
FY2020	Routes 4, 20, 22, 29, 36, 39, 60, 74, 93	23,192/71,409 = 32.48%	12.10%	168%	Yes – No adverse effects; positive change
FY2021 (implemented in November 2020)	Routes 2, 53, 60, 68	8,355/37,117 = 22.51%	12.10%	86%	Yes – No adverse effects; positive change
FY2021 (pandemic changes made in November 2020, permanent in November 2021)	Routes 1, 12, 59, P68 and RED	28,250/ 171,577 = 16.46%	18.6%	-11%	No

As a result of the analyses for service additions, it is concluded that no disparate impacts or disproportionate burdens will be placed on low-income communities for these major service changes.

The demographic impact of service reductions in FY2021 are summarized below. From the analysis below, it can be seen that collectively, as one large service change shown in the below table, there are no disproportionate burdens placed on low-income communities for this group of major service changes.

Route	Low Income Population in Major Service Change Area Census Block Groups	Allegheny County Low Income Population	Percent Change from Service Area	Exceeds Disproportionate Burden Threshold of +20%
38, 58, 65, 19L, G2, G3, G31, O1, O12, P12, P13, P7, P76, Y1, and Y45	41,994/ 260,826 = 16.10%	18.6%	-13%	No

However, proposed service reductions to routes 58, 65, P12, P7, and P76 will be closely monitored as they may disproportionately burden low-income communities in their respective service areas. Return of service is a priority for these routes as ridership hopefully rebounds in 2022 and funding and resources continue to be available to support same.

## CHAPTER 6 COMPLIANCE AND COMPLAINTS

### Federal Civil Rights and DOT Title VI Standard Assurances

Please see Appendix R which includes certification that all Assurances have been signed.

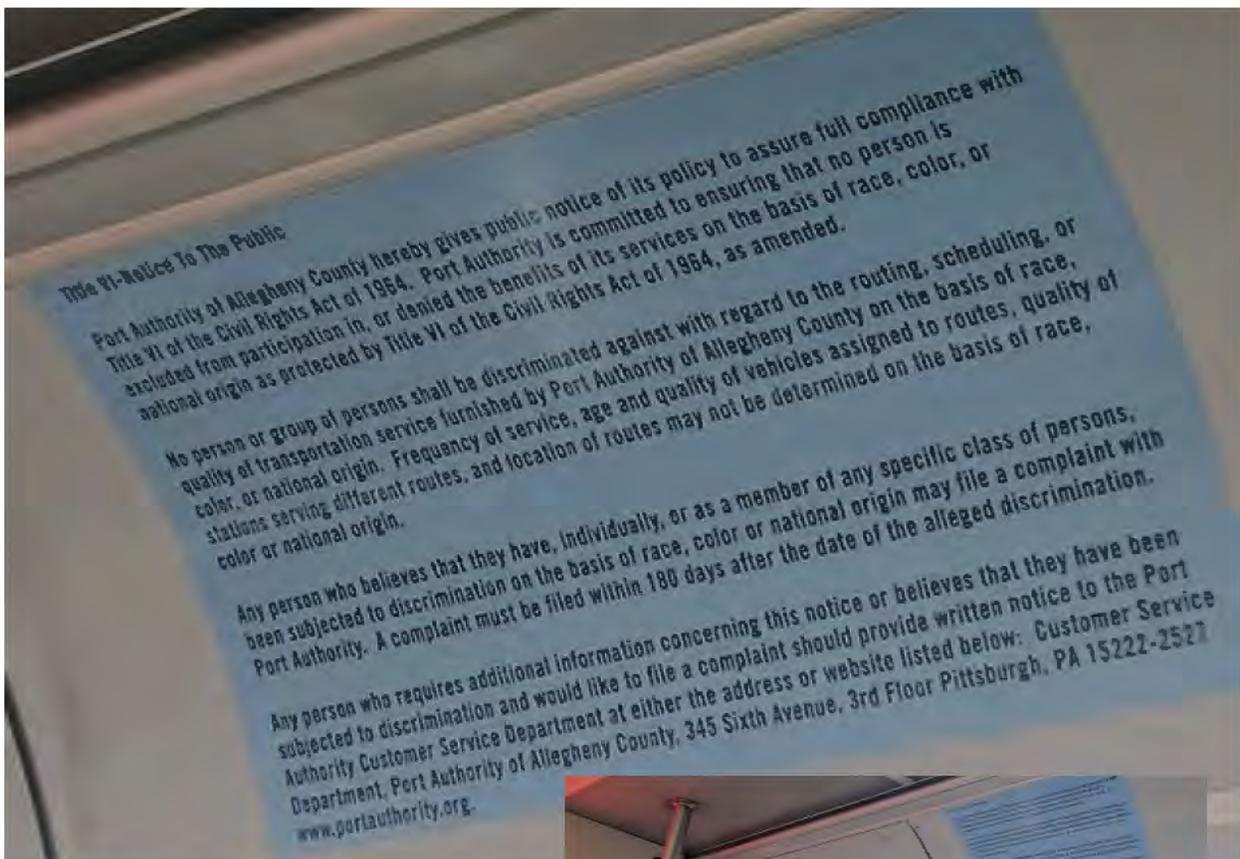
### DOT Title VI Approval by Board

Please see Appendix J for full program approval by Board.

### List of Locations and Instructions to the Public for Filing a Title VI Complaint

Port Authority prominently displays information to the public on how to file a Title VI complaint inside all of its transit vehicles, within printed schedules, and on the website (see image examples below and on the following page). The Authority provides a specific submission portal for logging Title VI complaints, and additionally provides an option within its general feedback/complaint portal for users to indicate discrimination. It is also possible for the public to submit complaints via email, in written form in-person or mailed to the main offices, or by calling customer support (with TTY services offered for the hearing impaired). Port Authority's online submission form for Title VI complaints is viewable at the following URL:

<https://www.portauthority.org/contact/title-vi-discrimination-complaint-form/>



Notice on transit vehicles; up close (above) and further away (right).



1. Get to any Healthy Ride station (or a convenient set of lockers) to activate your Healthy Ride account.

2. Follow prompts on hand screen to link your ConnectCard™.

3. Call Healthy Ride Customer Service 412.442.2000 to confirm activation.

4. Tap your ConnectCard on the back of any Healthy Ride bike to receive your free 15-minute ride. \*\*\*Start time may vary from your job.\*\*\*

5. Return your bike to any Healthy Ride station.

We could consider credit card to accept the fare. You will need to link a method of payment to your account before you start your 15-minute ride time.

For more information, go to [Change.HealthyRidePDR.org](http://Change.HealthyRidePDR.org) or [PortAuthority.org](http://PortAuthority.org)

**CUSTOMER SERVICE**

**412.442.2000**

**MONDAY THROUGH FRIDAY 6:00 AM - 7:00 PM**  
**WEEKENDS AND HOLIDAYS 8:00 AM - 4:30 PM**

SCHEDULE INFORMATION | SUGGESTIONS | COMPLIMENTS  
 LOST & FOUND | COMPLAINTS

TTY (HEARING AND SPEECH IMPAIRED) 412.231.7007

ACCESS PARATransit INFORMATION 412.562.5353

**MONDAY THROUGH FRIDAY 8:00 AM - 5:00 PM**

**PARTS OF THIS SCHEDULE ARE AVAILABLE IN LARGE PRINT OR BRAILLE**

Section 601 of Title VI of the Civil Rights Act of 1964 states the following: "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

VISIT PORT AUTHORITY'S WEBSITE AT [PortAuthority.org](http://PortAuthority.org)

**Freeport Road**

Downtown • North Shore • Allegheny Center  
 Deutschtown • East Deutschtown • Washington's Landing • Millvale • Elco • Sharpsburg • Rossport  
 The Waterworks O'Hara • Blawie • Hamer • Clowick  
 Springdale • New Kensington • Craigton • Tarentum

**P10 Allegheny Valley Flyer**

Via East Busway: Downtown • RIDC Park East  
 Hanna Park and Ride • Clowick • Springdale • Craigton  
 Tarentum • Brackenridge • Hotsuka Heights • Harrison

**PortAuthority.org**

412.442.2000

Notice on paper and pdf timetables/transit schedules (lower left corner).



## CONTACT TITLE VI

Home > Ride Port Authority > Transfers > Dialects and Policies > Title VI Discrimination Complaint Form

**Any person who requires additional information concerning this notice or believes that they have been subjected to discrimination and would like to file a complaint should provide written notice to the Port Authority Customer Service Department at either the address or using the form below.**

Fields marked with an asterisk (\*) are required.

### Title VI Discrimination Complaint Form

\* First Name

\* Last Name

\* Address 1

Port Authority's Title VI Online Complaint Form.

## Notice of Nondiscrimination

The following is Port Authority's Notice of Nondiscrimination:

### PORT AUTHORITY OF ALLEGHENY COUNTY NOTICE OF NONDISCRIMINATION

Port Authority of Allegheny County complies with Federal civil rights laws and is committed to providing its programs and services without discrimination or retaliation in accordance with:

- *Title VI of the Civil Rights Act of 1964*, which prohibits discrimination based on **race, color, or national origin** (including language).
- *Section 504 of the Rehabilitation Act of 1973*, which prohibits discrimination based on **disability**.
- *Title IX of the Education Amendments Act of 1972*, which prohibits discrimination based on sex in education programs or activities.
- *Age Discrimination Act of 1975*, which prohibits discrimination based on **age**.
- *U.S. Department of Homeland Security regulation 6 C.F.R. Part 19*, which prohibits discrimination based on **religion** in social service programs.

#### To File a Complaint

If you think that Port Authority of Allegheny County has failed to provide these services or discriminated or retaliated in another way based on race, color, national origin (including language), disability, sex, age, or religion, you can file a complaint online at [www.PortAuthority.org](http://www.PortAuthority.org) or in writing by mail, or email to: Program Manager - Office of Equal Opportunity, Port Authority of Allegheny County, 345 Sixth Avenue, FL 3, Pgh., PA 15222 or [OfficeofEqualOpportunity@PortAuthority.org](mailto:OfficeofEqualOpportunity@PortAuthority.org).

You can also file a civil rights complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL):

**E-mail:** [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov) (fastest method to submit your complaint)

**Fax:** 202-401-4708

**U.S. Mail:**

U.S. Department of Homeland Security  
Office for Civil Rights and Civil Liberties  
Compliance Branch  
245 Murray Lane, SW  
Building 410, Mail Stop #0190  
Washington, D.C. 20528

For additional information: [www.dhs.gov/crcl](http://www.dhs.gov/crcl)  
Phone: 202-401-1474 Toll-Free: 1-866-644-8360

#### Information and Services for Persons with Disabilities and Persons with Limited English Proficiency

Port Authority of Allegheny County:

- Provides free aids and services, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.), to communicate effectively with persons with disabilities.
- Provides free language services, such as qualified foreign language interpreters and information written in other languages, to ensure meaningful access to programs and activities for persons with limited English proficiency.

**If you need these services, please contact:**

Director of Customer Service Department  
Port Authority of Allegheny County  
345 Sixth Ave., FL 3, Pgh., PA 15222  
Phone: 412-442-2000 (412-251-7007 for TTY)

## **Discrimination Complaint Process**

All Port Authority customers, clients, and members of the public, should you believe you have been subjected to discrimination based on race, color or national origin, or should you believe you have been adversely affected resulting from a complaint based on race, color or national origin, are encouraged to report any known or suspected violations.

Reports can be submitted:

- Online at [www.PortAuthority.org](http://www.PortAuthority.org).
- By emailing Judy Kalnas, Port Authority's Program Manager – Office of Equal Opportunity, at [OfficeofEqualOpportunity@PortAuthority.org](mailto:OfficeofEqualOpportunity@PortAuthority.org) or at [customerservice@portauthority.org](mailto:customerservice@portauthority.org)
- In writing and mailed to Port Authority of Allegheny County, Office of Equal Opportunity, 345 Sixth Avenue, Floor 3, Pittsburgh, PA 15222
- By calling Customer Service at 412-442-2000

Complaints must be received within 180 days from the date when the stated discrimination occurred.

All complaints are reviewed by, and if required, investigated by the Program Manager – Office of Equal Opportunity. Upon receipt of the complaint, you will be informed that an investigation of the complaint will be conducted and that immediate corrective action will be taken, if appropriate.

Following the complaint investigation, you will be notified in writing of the results. Complaints and investigative files of the complaints are maintained by the Office of Equal Opportunity for a minimum of seven years.

### ***Preliminary Inquiry***

1. Upon receiving the complaint, Port Authority's Program Manager – Office of Equal Opportunity will conduct a preliminary inquiry to determine the need for further investigation.
2. The Program Manager – Office of Equal Opportunity will notify you in writing that a preliminary inquiry is underway to determine the need for further investigation.
3. If the preliminary inquiry indicates that an investigation is warranted, you will be notified in writing and an interview will be scheduled.
4. If the preliminary inquiry indicates an investigation is not warranted, you will be notified in writing of the reasons why and factors considered.

### ***Complaint Processing***

If the complaint is within the jurisdiction of Port Authority, or informal resolution was not possible, it will be promptly and impartially investigated.

Port Authority's goal is to address complaints within 90 days of receipt, though the time to carefully investigate complaints may be longer depending on the nature of the complaint and complexity of the issue.

You will be notified in writing of the results of the investigation, what actions will be/have been taken in response, and a timeline to request review.

***Investigative Process***

Following the initial inquiry, and dependent on the nature of the complaint, the Program Manager – Office of Equal Opportunity will investigate formal discrimination complaints in conjunction with Port Authority’s Service Planning and Development, Operations or Customer Service Departments.

The investigation includes obtaining relevant facts, such as information from the preliminary inquiry.

Upon the conclusion of the investigation, a report is prepared detailing facts obtained, investigation findings, and a summary provided to you in writing, along with any recommended corrective action, if necessary.

# APPENDICES

## Appendix A – Title VI Assurances to the FTA

Certifications and Assurances		Fiscal Year 2022
<b>FEDERAL FISCAL YEAR 2022 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS</b>		
(Signature pages alternate to providing Certifications and Assurances in TRAMS.)		
Name of Applicant: Port Authority of Allegheny County		
The Applicant certifies to the applicable provisions of all categories _____		
Or,		
The Applicant certifies to the applicable provisions of the categories it has selected:		
Category		Certification
01	Certifications and Assurances Required of Every Applicant	<input checked="" type="checkbox"/>
02	Public Transportation Agency Safety Plans	<input checked="" type="checkbox"/>
03	Car Liability and Felony Convictions	<input checked="" type="checkbox"/>
04	Lobbying	<input checked="" type="checkbox"/>
05	Private Sector Protections	<input checked="" type="checkbox"/>
06	Transit Asset Management Plan	<input checked="" type="checkbox"/>
07	Rolling Stock Buy America Reviews and Bus Testing	<input type="checkbox"/>
08	Urbanized Area Formula Grants Program	<input type="checkbox"/>
09	Formula Grants for Rural Areas	<input type="checkbox"/>
10	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	<input checked="" type="checkbox"/>

Certifications and Assurances

Fiscal Year 2022

11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs

12 Enhanced Mobility of Seniors and Individuals with Disabilities Programs

13 State of Good Repair Grants

14 Infrastructure Finance Programs

15 Alcohol and Controlled Substances Testing

16 Rail Safety Training and Oversight

17 Demand Responsive Service

18 Interest and Financing Costs

19 Cybersecurity Certification for Rail Rolling Stock and Operations

20 Tribal Transit Programs

21 Emergency Relief Program

**CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE**

**AFFIRMATION OF APPLICANT**

Name of the Applicant: Port Authority of Adams County

BY SIGNING BELOW, on behalf of the Applicant, I declare that I have duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual then acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant makes are apply to each Award for which it may seek, or may later seek federal assistance to be awarded during the federal fiscal year.

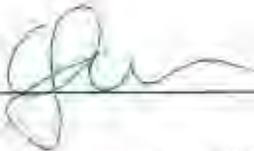
The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submissions made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 et seq., and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 11, apply to any certification, assurance, or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute.

In signing this document, I declare under penalty of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature:

A-15-AR

Name: **Katharine Kelema,  
Chief Executive Officer**



Authorized Representative of Applicant

**AFFIRMATION OF APPLICANT'S ATTORNEY**

Name (Name of Applicant): Port Authority of Adams County

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that I have authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

Certifications and Assurances

Fiscal Year 2022

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA award.  
(Award)

Signature  Date 2-14-2022

Name Michael J. Cofra, Chief Legal Officer Attorney for Applicant

*Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney, pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard copy Affirmation, signed by the attorney and dated this federal fiscal year.*

## Appendix B Spanish Rider 101 Brochure

### CÓMO LEER EL HORARIO

Cada horario contiene un mapa de la ruta. Muchos mapas muestran lugares de interés, dónde cruzan las calles y las rutas de trasbordo. Para hacer que su viaje sea más fácil, asegúrese de revisar el horario con anterioridad y llame al Servicio al Cliente del Port Authority al 412.442.2000 si tiene preguntas.

1. Busque el día de la semana en el que quiere viajar (entre semana, sábado, domingo o día de fiesta).
2. Busque en el encabezado que muestra la dirección en que usted desea dirigirse.
3. Los encabezados de cada columna son el horario y corresponden a las estrellas en el mapa de la ruta. Estas son las intersecciones principales o puntos de interés en la ruta. Encuentre su parada en la lista de horas programadas. Si su parada no está en la lista de horas programadas, busque la hora programada antes de su parada.
4. Lea hacia abajo en la columna bajo el horario para encontrar la hora más conveniente de parada del autobús o T. Asegúrese de llegar a la parada unos minutos antes.
5. Siga el horario listado en la hilera de izquierda a derecha hasta que llegue a su destino final para ver su hora de llegada.

### 39 BROOKLINE MONDAY THROUGH FRIDAY SERVICE

To Downtown Pittsburgh

East Brookline Altmar St opp. Fleamer St	Brookline Freedom Ave at Chelton Ave	Brookline Brookline Blvd at Pioneer Ave	Brookline Pioneer Ave Ramp near South Busway
4:46	4:52	4:57	5:02
5:06	5:12	5:17	5:22
5:26	5:32	5:37	5:42
5:46	5:52	5:57	6:02
6:00	6:07	6:12	6:18
6:23	6:30	6:35	6:41
6:30	6:37	6:42	6:48

Comuníquese con nosotros:  
Twitter: [www.twitter.com/pghtransit](https://twitter.com/pghtransit)  
Blog: [www.transitpgh.blogspot.com/](http://www.transitpgh.blogspot.com/)  
Servicio al Cliente: 412.442.2000

### CÓMO MONTAR EN AUTOBUS 101: INFORMACIÓN BÁSICA SOBRE EL AUTOBUS Y EL T

#### CÓMO LLEGAR DE UN LUGAR A OTRO EN AUTOBÚS O EN T

Así usted sea nuevo en el área o si es una de las primeras veces que usa este medio, este panfleto le ayudará a aprender en un dos por tres.

El Port Authority le brinda servicios de autobús, tren, servicios de rampas y servicios para personas discapacitadas a aproximadamente 215,000 personas todos los días. La flota del Port Authority incluye alrededor de 700 autobuses y 83 vehículos férreos livianos (LRVs, por sus siglas en inglés). El Authority también tiene dos rampas - la Monongahela Incline y la Duquesne Incline- y patrocina al programa ACCESS, un programa que ofrece un servicio de puerta a puerta, con reservación que atiende a varias personas a la vez, generalmente a personas de la tercera edad y a personas discapacitadas.

Hoy en día y por más de 50 años, el Port Authority le ha ayudado a las personas a llegar adónde necesitan ir. Y en la actualidad, el transporte es mucho más veloz, barato, conveniente y más beneficioso para el medio ambiente que manejar su carro.

PortAuthority.org

### **COSAS QUE NECESITA SABER ANTES DE MONTARSE**

1. Consiga un horario o visite [PortAuthority.org](http://PortAuthority.org) y use la opción de Trip Planner para planear adónde desea ir. También puede llamar al Servicio al Cliente del Port Authority al 412-442-2000 si necesita ayuda.
2. Llegue a la parada unos minutos antes de la hora programada.
3. Busque el aviso en la parada que tiene una lista de los nombres y números de cada ruta que pasa por allí.
4. Mire el aviso iluminado arriba del parabrisas para ver el número de la ruta.
5. Si se dirige al centro de Pittsburgh pague cuando se monte y si sale del Downtown\* pague cuando se baje. Recuerde llevar el cambio exacto si está pagando con efectivo. Los operadores no tienen efectivo para dar cambio.
6. Cómprale un trasbordo al operador si es que su viaje requiere utilizar más de una ruta para llegar a su destino final. Los trasbordos son válidos por hasta tres horas.
7. Hale la tira amarilla ubicada arriba de la ventana del vehículo para avisarle al conductor cuando esté llegando a su parada.
8. Salga del vehículo por cualquier puerta cuando esté llegando al Downtown de Pittsburgh. Salga por las puertas delanteras en las demás ocasiones.

\*Un número limitado de rutas de autobús es la excepción a esta regla.

### **TARIFAS Y OPCIONES DE PAGO**

El Port Authority maneja un sistema de tres zonas. Las tarifas de una o dos zonas se basan en la distancia que tenga que recorrer desde el Downtown de Pittsburgh.

#### **ZONA SIN TARIFA**

La zona Free Fare, la cual incluye el Downtown de Pittsburgh en el autobús y el Downtown/North Shore en sistema del T light rail.

#### **UNA ZONA**

\$2.50 por toda la ciudad de Pittsburgh y por partes de algunos de los suburbios más cercanos.

#### **DOS ZONAS**

\$3.75 desde el límite de la Zona Uno hasta el límite exterior del sistema.

#### **TARIFA DEL T EN LA HORA PICO TARIFA DE HORA PICO**

Pague 75¢ adicionales los días de la semana cuando pague en efectivo y esté entrando a la ciudad entre las 6-9 AM y saliendo entre las 4-6:30 PM.

### **CONNECTCARD**

La ConnectCard es el nuevo sistema de pago inteligente del Port Authority. Es un modo más conveniente y seguro de pagar sus tarifas. El sistema usa una tarjeta inteligente plástica llamada ConnectCard la cual tiene un chip computarizado que puede grabar varias opciones de tarifas de pago, incluyendo pases basados en tiempo (anuales, mensuales y semanales) y valor en efectivo.

Usted puede conseguir y recargar su ConnectCard en el Centro de Servicio del Downtown del Port Authority, en la mayoría de almacenes Giant Eagle del área y en otras tiendas selectas. Para ver una lista completa visite [connectcard.org](http://connectcard.org).

### **CÓMO USAR EL TRIP PLANNER DEL PORT AUTHORITY**

1. Visite [portauthority.org](http://portauthority.org).
2. Diríjase a "Schedules and Maps" en el encabezado y seleccione "Trip Planner" de la pantalla que aparecerá.
3. En la página de Trip Planner, seleccione una de las siguientes pestañas de la parte superior:
  - Trip Planner- el usuario puede teclear las ubicaciones de salida/llegada, seleccionar la fecha y hora aproximada de llegada y otras opciones para facilitar su viaje.
  - Schedule Finder- le permite al usuario planear un viaje seleccionando una ruta específica, en qué sentido y fecha/hora del viaje. El botón de "Get Quick Schedule" le permite al usuario encontrar información general sobre el servicio programado dentro de cierto periodo de tiempo.
  - Stop Finder- el usuario simplemente teclea una dirección, intersección o punto de interés y esta opción mostrará todas las paradas de autobús y T más cercanas.
  - Neighborhood Search- esta opción le permite al usuario seleccionar una ciudad o comunidad y ver una lista de las rutas que operan en esa localidad.

## Appendix C – Summary of Outreach Efforts 2019 – 2021

### *Long-range transportation plan, NEXTransit (NEXTransit.network)*

- July 2020 – September 2021 – 6 rounds of public engagement, focused on high equity locations during pandemic such as food bank distribution centers, grocery stores, and bus stops for in person engagement.
- See full Plan document for all engagement details at <https://nextransitdraftplan.blob.core.windows.net/finalplan/NEXTransit%20-%20FINAL-web%209-16-21.pdf>





## Port Authority hosts first in-person open house for NEXTransit feedback



ZOE STRATOS  
Pittsburgh Post-Gazette

JUL 27, 2021 3:51 PM



The Port Authority on Tuesday held its first in-person open house to gain reaction to its long term projects to improve

### ***Fare Changes – Public Comment Period and Public Hearings Summer 2021 (see Appendix O for full summary of this content)***

- Question and Answer Session - Thursday, April 15 2021 from 6:00 PM to 7:30 PM
- Public Comment Period ran from March 26, 2021 to May 5, 2021.
- Port Authority conducted three public hearings over Microsoft Teams.
  - Fare Hearing #1: April 22, 2021 1:00 pm – 4:00 pm
  - Fare Hearing #2: April 30, 2021 9:00 am – 12:00 pm
  - Fare Hearing #3: May 4, 2021 4:00 pm – 7:00 pm
- See full details in “Executive Summary\_FY2022 Fare Structure Proposal.docx.pdf”

**Major Service Changes – Public Comment Period and Public Hearing (see Appendix R for full summary of this content)**

- Public Comment Period December 1, 2021 – February 1, 2022
- Public Informational Session January 11, 2022 (5:30-7:00pm)
- Public Hearing January 27, 2022 (3:00-6:30pm)

**List of Non-Project Specific Public Outreach Events**

2019

Date	Event/Fair/Meeting	Location	Contact Person	Time	Staff	Title VI
1/10	Spirit of King Award	Kingsley Association 6435 Frankstown Ave Pittsburgh, PA 15206	Dante Calderone	10:00 A – 1:30 P	EEO Staff Communication D. Skillings	X
2/23	Polar Plunge	Heinz Field 100 Art Rooney Ave, Pittsburgh, PA 15212	Chief Matt Porter	7:00 A – 5:00 P	PAAC Police	
3/4	Manchester Youth Development Community Helper Program	1214 Liverpool Street Pittsburgh, PA	Mike Sniegocki Operations	10:15 A – 1:15 P	Operations	X
3/9	Pgh Hires Veteran's	Point Park University Wood Street Pittsburgh, PA 15222	Deborah Slocum Training Specialist	9:00 A – 3:00 P	D. Slocum	
3/16	St Patrick Day Parade	City of Pittsburgh	Jeffrey McAfferty Jan Griffith, Tim O'Brian	10:30 – 2:00 P	Companywide	
3/13 & 3/15	Rep Dan Miller 4 <sup>th</sup> Annual Disability & Mental Health	Beth El Congregation 1900 Cochran Road Pittsburgh, PA 15220	Sheryl Cohen, Director of Operations	9:30 A – 2:00 P	D. Skillings	
3/22	Wesley High School Transition Fair	5250 Caste Drive Pittsburgh, PA 15236	Christine Waclawik Price Transition Program Coordinator	9:30 A – 12:00 P	D. Skillings	
4/10	Gateway HS Transition Fair	3000 Gateway Campus Blvd. Monroeville, PA 15147	Megan Petrouska Transition Coordinator	6:00 – 8:00 PA	D. Skillings	X
4/12	Life'sWork of Western PA	1323 Forbes Avenue Pittsburgh, PA 15219	Ricardo Graca Workforce Development	9:00 A – 2:00 P	D. Skillings	X
4/14	Port Authority Roadeo - PPTA	Castle Shannon Park N Ride SHV Rail Center	Michael Heidkamp Dir. Of Operations	8:00 AM	Companywide	
4/16	UPMC Wellpalooza 2019	UPMC Club Suite Heinz Field 100 Art Rooney Ave Pittsburgh, PA 15212	Kim O'Brien, Community Relations	10:00 A – 1:00 P	D. Skillings	X
4/16	Western PA School of the Blind Easter Egg Hunt	201 N. Bellefield Ave Pittsburgh, PA 15213	Bonnie Adams Coordinator	9:30 A – 12:00 N	D. Skillings	X
4/18	CareerLink Job Fair	Kingsley Association 6435 Frankstown Ave	John Smith CareerLink	1:00 P – 3:00 P	D. Skillings D. Slocum	X

		<b>Pittsburgh, PA 15206</b>				
<b>4/19&amp;20</b>	<b>Pittsburgh Earth Day Celebration</b>	<b>Market Square Pittsburgh, PA 15222</b>	<b>Tim Frank PAAC Coordinator</b>	<b>11:00 A – 5:00 P</b>	<b>T. Frank</b>	
<b>4/22</b>	<b>Earth Day Celebration</b>	<b>County Courthouse 436 Grant Street Pittsburgh, PA 15219</b>	<b>Kathleen A. Hrabovsky Sustainability Mgr.</b>	<b>9:00 A – 2:00 P</b>	<b>G. Timbers</b>	<b>X</b>
<b>4/25</b>	<b>Rep Jake Wheatley 10<sup>th</sup> Annual Senior Luncheon</b>	<b>Rivers Casino, Ballroom 111 Casino Drive, Pittsburgh, PA 15212</b>	<b>Ms. Sacoylia Reed Legislative Assistant</b>	<b>10:00 A – 2:00 P</b>	<b>D. Skillings</b>	<b>X</b>
<b>4/27</b>	<b>Youth Day</b>	<b>Carnegie Library of Homestead 510 E. 10<sup>th</sup> Ave Munhall, PA 15120</b>	<b>Twanda Carlisle District of Director</b>	<b>12:00 – 4:00 P</b>	<b>D. Skillings</b>	
<b>4/29</b>	<b>Special Olympic Sectionals</b>	<b>Carnegie Mellon University 5000 Forbes Avenue Pittsburgh, PA 15233</b>	<b>Chief Matt Porter Port Authority Police</b>	<b>8:00 A – 4:00 P</b>	<b>PAAC Police</b>	
<b>5/7</b>	<b>T.I.R.E.S. Spring Forum</b>	<b>Mobility21 Carnegie Mellon University 5032 Forbes Avenue Pittsburgh, PA 15213</b>	<b>Amy Gilbert American Cancer Society</b>	<b>8:30 A – 12:00 P</b>	<b>A. Silberman  D. Skillings</b>	
<b>5/8&amp;9</b>	<b>Capital &amp; Capacity Community Development Summit</b>	<b>Omni William Penn William Penn Way Pittsburgh, PA 15219</b>	<b>Tim Frank Port Authority</b>	<b>10:00 A – 4:00 P</b>	<b>D. Skillings G. Timbers</b>	
<b>5/9</b>	<b>Mobility Instructor Orientation</b>	<b>Pgh Public Sch PSE Vision Program East Liberty Garage</b>	<b>Margaret Olisky TVI/O&amp;M</b>	<b>10:00 A – 12:30 P</b>	<b>D. Skillings</b>	<b>X</b>
<b>5/11</b>	<b>15<sup>th</sup> Annual Kiwanis Kids’ Health, Safety and fun Fair</b>	<b>Langley Elementary School Cafeteria 2940 Sheraden Blvd Pittsburgh, PA 15204</b>	<b>Kiwanis Club of Sheraden Barb Byers Co-Chairperson</b>	<b>10:00 A – 1:00 P</b>	<b>V. Billberry</b>	<b>X</b>
<b>5/18</b>	<b>15<sup>th</sup> Annual Clairton Community Expo</b>	<b>Clairton School Gym 501 Waddell Ave Clairton, PA 15025</b>	<b>James Phillips Manager of SAP</b>	<b>10:00 A – 1:00 P</b>	<b>D. Skillings</b>	<b>X</b>
<b>5/24</b>	<b>North Allegheny Immediate School</b>	<b>350 Cumberland Road Pittsburgh, PA 15237</b>	<b>Mike Sniegocki Operations</b>	<b>10:15 A – 1:15 P</b>	<b>Operations</b>	
<b>5/22</b>	<b>Where to Turn Resource Fair</b>	<b>David L. Lawrence Convention Center 1000 Fort Duquesne Boulevard Pittsburgh, PA 15222</b>	<b>Carla Clipper American HealthCare Group</b>	<b>8:00 A – 12:00 P</b>	<b>R. Theriault</b>	
<b>5/29</b>	<b>UPMC National Senior Health &amp; Fitness Day!</b>	<b>Pittsburgh Zoo &amp; PPG Aquarium 7370 Baker Street Pittsburgh, PA 15206</b>	<b>Kristi Riccio Festa Community Relations Coordinator</b>	<b>9:00 A – 1:00 P</b>	<b>M. Smith</b>	<b>X</b>
<b>6/4</b>	<b>Law Enforcement Torch Run for Special Olympics</b>	<b>Heinz Field 100 Art Rooney Ave, Pittsburgh, PA 15212</b>	<b>Chief Matt Porter</b>	<b>7:15 A</b>	<b>PAAC Police</b>	
<b>6/3</b>	<b>PACE Learning Center</b>	<b>2432 Greensburg Pike Pittsburgh, PA 15221</b>	<b>Wendy Meadow Special Area &amp; Events Supervisor</b>	<b>9:30 A – 12:00 P</b>	<b>D. Skillings  Operations Instructions</b>	<b>X</b>
<b>6/7</b>	<b>Fashion Market</b>	<b>Market Square Pittsburgh, PA 15222</b>	<b>Tim Frank Port Authority</b>	<b>11:00 A – 2:00 P</b>	<b>Street Team</b>	
<b>6/8</b>	<b>Pride Fest</b>	<b>Downtown Pittsburgh, PA 15222</b>	<b>Tim Frank Port Authority</b>	<b>12:00 P – 5:00 P</b>	<b>Street Team</b>	

6/9	Pride Fest	Downtown Pittsburgh, PA 15222	Tim Frank Port Authority	1:00 P – 5:00 P	Street Team	
6/10	Health & Wellness Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
6/11	Hiring Pittsburgh Veteran Career Expo	Westin Convention 1000 Penn Ave Pittsburgh, PA 15222	Robyn Taylor Director of Employment	10:00 A – 2:00 P	R. Taylor T. Perry	
6/14	Fashion Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
6/17	Health & Wellness Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
6/21	Fashion Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	3:00 P – 9:00 P	Street Team	
6/21	Pittsburgh Jazz International Festival	Downtown Pittsburgh, PA 15222	Tim Frank Port Authority	3:00 P – 9:00 P	Street Team	
6/22	Pittsburgh Jazz International Festival	Downtown Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
6/23	Pittsburgh Jazz International Festival	Downtown Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
6/24	Health & Wellness Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	3:00 P – 10:00 P	Street Team	
6/28	Fashion Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	8:30 A – 1:00 P	Street Team	
6/29	WYEP Summer Music Festival	Schenley Plaza Pittsburgh, PA 15213	Tim Frank Port Authority	12:00 – 5:00 P	Street Team	
6/30	Open Streets	Lawrenceville & Strip District Pittsburgh, PA	Tim Frank Port Authority	8:00 A – 12:00 P	Street Team	
7/1	Health & Wellness Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
7/5	Fashion Market w/ WYEP Live music/broadcast	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
7/8	Health & Wellness	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
7/12	Fashion Market w/ WYEP Live music/broadcast	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
7/12	Deutschtown Music Festival	Northside Pittsburgh, PA 15222	Tim Frank Port Authority	12:00 P – 11:00 P	Street Team	
7/12	Cultural Trust Gallery Crawl	Downtown Pittsburgh, PA 15222	Tim Frank Port Authority	5:30 P – 9:30 P	Street Team	
7/13	Deutschtown Music Festival	Northside Pittsburgh, PA 15212	Tim Frank Port Authority	12:00 P – 11:00 P	Street Team	
7/15	Health & Wellness Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
7/19	Fashion Market w/ WYEP Live music/broadcast	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
7/20	AW Community Day Downtown	Downtown Pittsburgh, PA 15222	Tim Frank Port Authority	12:00 P – 5:00 P	Street Team	
7/21	South Fayette Touch-a-Truck	Former site of: Star City Cinemas 100 Hickory Grade Bridgeville, PA 15017	Gina Kampi, Intern  Chuck Reeves PAAC DSD Collier	11:00 A – 3:00 P	Operation  Customer Service	

7/22	Health & Wellness Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
7/26	Fashion Market w/ WYEP Live music/broadcast	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
7/26 – 28	Picklesburgh Downtown	Downtown Pittsburgh, PA 15222	Tim Frank Port Authority	12:00 P – 10:00 P	Street Team	
7/27	15 <sup>TH</sup> Annual Terrace Community Day	Corner of West & Center Street West Mifflin, PA 15221	Leon Harrison Executive Director	1:00 P – 5:00 P	G. Timbers	X
7/28	Open Streets	Lawrenceville and Strip District Pittsburgh, PA	Tim Frank Port Authority	8:30 A – 1:00 P	Street Team	
7/29	Camp Cadet	Camp Gayasuta 300 23rd Street, Sharpsburg, PA 15215	Chief Matt Porter Chuck Rompala	5:30 P	PAAC Police	
7/29	HACP Career & Resource Fair	Pressley Street Highrise 601 Pressley Street Pittsburgh, PA 15212	Adrie Fells Residents Self- Sufficiency Intern	10:00 A – 3:30 P	J. Turner, HR	X
8/2	Fashion Market w/ WYEP Live music/broadcast	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
8/2	Gateway Health Community Day	901 Allegheny Ave Pittsburgh, PA 15233	Kathy Zeak Fichter Lead Marketing	10:00 A – 2:00 P	D. Skillings	X
8/3	Harambee Ujma Art & Culture	Kelly Street & N. Lane Ave. Pittsburgh, PA 15208	Sister Nekoko Coordinators	11:00 – 9:00 P	V. Billberry	X
8/4	Harambee Ujma Art & Culture	Kelly Street & N. Lane Ave. Pittsburgh, PA 15208	Sister Nekoko Coordinators	11:00 – 9:00 P	G. Timber	X
8/4	3 <sup>rd</sup> Annual Touch A Truck	South Park Shops South Park, PA	Debbie Holden Asst. Property Mrg	11:00 A – 2:00 P	Operations	
8/5	Health & Wellness Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
8/9	Fashion Market w/ WYEP Live music/broadcast	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
8/10	African American Heritage Day Parade	Manhattan Street to Manchester Field Pittsburgh, PA 15214	Melissa Rubin PR Relations	11:00 A	Companywid e	X
8/10	Pittsburgh VegFest	Allegheny Commons East 5555 E. Ohio Street Pittsburgh, PA 15212	Tim Frank Port Authority	11:00 A – 5:00 P	Street Team	
8/12	Health & Wellness Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
8/15	Pittsburgh Technical College Wellness Day	1111 McKee Road Oakdale, PA 15071	Jami Switzer American Healthcare	10:00 A – 2:00 P	J. Beeler	
8/15	Duquesne University International New Student Orientation	Student Union Center 600 Forbes Avenue Pittsburgh, PA 15219	Allie Holler Student Union Ctr Duquesne University	11:30 A – 1:00 P	M. Smith	
8/16	Fashion Market w/ WYEP Live music/broadcast	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	

8/17	7 <sup>th</sup> Annual Health & Wellness Weekend	Centre Ave & Elmore and Grove Streets Pittsburgh, PA 15219	Sacoyia Reed Legislative Assistant	12:00 P – 5:00 P	V. Billberry	X
8/18	7 <sup>th</sup> Annual Health & Wellness Weekend	Warrington Recreation Ctr Pittsburgh, PA 15210	Sacoyia Reed Legislative Assistant	12:00 P – 5:00 P	G. Timbers	X
8/19	Health & Wellness Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
8/20	UPMC Living @ Home Program	2400 Ardmore Blvd. Suite #400 Pittsburgh, PA 15221	Missy Sovak, Director	8:30 AM	D. Skillings	X
8/23	Fashion Market w/ WYEP Live music/broadcast	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
8/23	Theiss Community Resource Fair	Hill House Association Kaufmann Auditor. 1825 Centre Ave Pittsburgh, PA 15219	Dee Burgess Contact Person	9:00 A – 11:30 A	D. Skillings	X
8/24	Spirit's Summer Recess Outdoor Food and Music Festival	Lawrenceville Pittsburgh, PA	Tim Frank Port Authority	2:00 P – 9:00 P	Street Team	
8/26	Health & Wellness Market	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
8/30	Fashion Market w/ WYEP Live music/broadcast	Market Square Pittsburgh, PA 15222	Tim Frank Port Authority	11:00 A – 2:00 P	Street Team	
9/2	Labor Day Parade	Downtown Pittsburgh, PA 15222	ATU Local 85	11:00 AM	ATU Local 85	
9/4	The Fair 2019	Carnegie Mellon University 5000 Forbes Ave	Andrew Greenwald Coordinator of SLICE	4:30 - 6:30 PM	D. Skillings	
9/5	Senator Wayne Fontana Senior Fair	Dormont Recreation Center 1801 Dormont Avenue Dormont, PA 15216	Keith Wehner Executive Director	9:30 A – 12:30 P	D. Skillings	
9/10	Rep Jason Ortity Senior Health Fair	Bethany Presbyterian Church 740 Washington Ave Bridgeville, PA 15017	Gwen Rodi Coordinator	9:00 A – 12:00 P	D. Skillings	
9/12	Rep Dan Miller 5 <sup>th</sup> Annual Senior Fair	1060 McNeilly Road Pittsburgh, PA 15226	Noah Pillion- Gardner Legislative Assist	9:00 A – 12:00 P	D. Skillings	
9/13	Rep Anita Kulik 2019 Senior Health Expo	Kennedy Township Fire Hall 1796 Pine Hollow Road McKees Rocks, 15136	Andrew Vonada Legislative Intern	10:00 A – 12:00 P	D. Skillings	X
9/19	Senior Card Application Update	AARP Greenfield Chapter St. Rosalias 411 Greenfield Ave Pittsburgh, PA 15207	Sandy Kislak	2:00 – 3:00 P	D. Skillings	
9/20	Cultural Trust Galley Crawl	Downtown Pittsburgh, PA 15222	Tim Frank Port Authority	5:30 P – 9:30 P	Street Team	
9/24	Aging Institute Community Forum	UPMC McKeesport Hospital Mansfield Bldg D- Level	Ronnie Edwards Aging & Disability Coordinator	1:00 – 2:00 P	D. Skillings	X

		1500 5th Ave McKeesport, PA 15132				
9/25	CCAC Resource Crawl	CCAC Campus Student Service Bldg. 808 Ridge Ave Pittsburgh, PA 15212	Lucille Adkins Director of Registration & Advisement	10:00 A – 2:00 P	D. Skillings	X
9/26	Sen Brewster & Rep Davis Wellness Fair	McKeesport Palisades 100 Fifth Ave McKeesport, PA 15132	Kathy Jo Osman Constituent Relations	10:30 A – 1:00 P	D. Skillings	X
9/27	Senior Expo Rep Lori Mizgorski's	Allison Park Church 2326 Duncan Avenue Allison Park, PA 15101	Amber Lepic Constituent Relations & Events Coordinator	10:00 A – 1:00 P	D. Skillings	
9/27	Rep Dan Deasy 11 <sup>th</sup> Annual Senior Health Expo	St. Pamphilus Church 1000 Tropical Ave Pittsburgh, PA 15216	Julie Walko Chief of Staff	10:00 A – 12:00 P	D. Skillings	X
9/29	Great Race	Downtown Pittsburgh	Melissa Rubin Port Authority	8:00 A – 1:00 P	Companywid e	
10/3	Rep DeLuca's Annual Senior Fair	Greek Orthodox Social Hall 10-12 Washing Ave Oakmont, PA 15139	Marianne Scolieri Legislative Assistant	10:00 A – 12:00 P	B. Dudas	X
10/04	Rep Mike Turzai Senior Health Fair Flu Shot Clinic	CCAC North Campus 8701 Perry Highway Pittsburgh, PA 15237	Sarah Bresnahan Kennedy Legislative Assistant	9:00 A – 12:00 P	B. Dudas D. Skillings	X
10/10	Rep Bill Kortz Senior Citizen Expo	Broughton VFD 1030 Cochrans Mill Rd Pittsburgh, PA 15236	Sherry Butler or Tammy Rhoderick Coordinators	10:00 A – 1:00 P	S. Johnson	
10/11	Rep Mihalek Health & Wellness Fair	5151 Park Ave Bethel Park, PA 15102	Nicole Collins Legislative Assistant	9:00 A – 12:00 P	D. Skillings	
10/15	Rep Frank Dermody Senior Health Fair	Galleria at Pittsburgh Mills (Entry 5) 590 Pittsburgh Mills Blvd, Tarentum, PA 15084	Christine Murrel Legislative Assistant	10:00 A – 1:00 P	D. Skillings	X
10/15	10 <sup>th</sup> Annual Healthy Living & Giving Senior Outreach Day	95 Enterprise Street Elizabeth, PA 15037	Andi Cartwright Coordinator	9:30 AM		X
10/18	Rep Adam Ravenstahl Senior Wellness Fair	Ross Township Community Center 1000 Ross Municipal Drive Pittsburgh, PA 15237	Vincent Pallus Chief of Staff	10:00 A – 1:00 P	D. Skillings	
10/24	Eastside Neighborhood Employment Ctr Job Fair	BGC Community Activity Center 113 N. Pacific Ave Pittsburgh, PA 15224	Rick Flanagan Rachelle Quinn Event Coordinators	3:00 P – 6:00 P	J. Turner, HR D. Skillings	X
10/29	UPMC Mercy Hospital Employee Benefit Fair	1400 Locust Street Pittsburgh, PA 15129	Laurie Oakes Administrative Assistant	7:30 A – 4:00 P	D. Skillings	X
11/9	Veteran's Day Parade	Downtown Pittsburgh, PA 15222	Anthony Filardi	11:00 AM	Companywid e	
11/16	Extravagant Love Project	Pittsburgh Project 2801 N. Charles Street Pittsburgh, PA 15212	Denise Graves Coordinator	5:00 – 9:30 P	T. Berkley D. Skillings	X
12/05	Holiday Drive Women Shelter	Steel Plaza Pittsburgh, PA 15219	Dante Calderone	6:00 A – 9:00 A	Dante Calderone	

12/05	Senior Citizen ConnectCard Presentation	401 West Common Dr. Pittsburgh, PA 15212	Dyane Rue Supportive Services Coordinator	1:30 P – 3:30 P	D. Skillings	X
12/07	Historic Steel Valley Christmas Parade	Forest Avenue West Homestead, PA 15120	Heather Wilhelm DSD West Mifflin	11:15 AM	Operations	X
12/12	Senior Citizen ConnectCard Presentation II	401 West Common Dr. Pittsburgh, PA 15212	Dyane Rue Supportive Services Coordinator	1:30 P – 3:30 P	D. Skillings	X
12/13	Shop w/a Cop	Walmart Collier Twp 2200 Washington Pike Carnegie, PA 15106	Chuck Reeves DSD Collier	9:30 AM	Outreach Operations	
12/20	Allegheny County Municipal Police Toy Drive	Children's Hospital 75 S 26th Street Pittsburgh, PA 15203	Chief Porter	9:30 A	Port Authority Police	
12/20	VA Holiday Ice Cream Social	VA Administration 7060 Highland Dr, Pittsburgh, PA 15206	Robbie Gouch Coordinator	1:30 PM	Outreach	
12/21	5 <sup>th</sup> Annual West End Holiday Celebration	P.O. Box 100244 Pittsburgh Pa. 15233	Sean L. Gibson, Executive Director Josh Gibson Foundation	11:00 A – 4:00 P	Operation Outreach Customer Service	X

2020

Date	Event/Fair/Meeting	Location	Contact Person	Time	Staff	Title VI
1/10	Veterans & Employers Mingle	Luttner Financial Building 244 Blvd of Allies Pittsburgh, PA 15222	Crystal McFadden CAYS, Program Manager	3:30 – 5:00 P	R. Taylor, HR	
1/16	Spirit of King Award	Kingsley Association 6435 Frankstown Ave Pittsburgh, PA 15206	Dante Calderone Contact Person	10:00 A – 1:30 P	EOC Staff Marketing Outreach	X
1/29	Public Engagement Meeting	David Lawrence 1000 Ft. Duquesne Blvd Pittsburgh, PA 15222	Melissa Girty Coordinator	9:00 A – 12:00 P 1:00 – 4:00 P 5:00 – 8:00 P	Companywide	
2/05	Public Engagement Meeting	Kingsley Association 6435 Frankstown Ave Pittsburgh, PA 15206	Melissa Girty Coordinator	5:00 – 8:00 P	Companywide	X
2/12	Public Engagement Meeting	Millvale Community Center 416 Lincoln Ave Millvale, PA 15209	Melissa Girty Coordinator	5:00 – 8:00 P	Companywide	X
2/19	Public Engagement Meeting	Monroeville Convention Center 209 Mall Plaza Blvd Monroeville, PA 15146	Melissa Girty Coordinator	5:00 – 8:00 P	Companywide	
2/23	Polar Plunge	Heinz Field 100 Art Rooney Ave, Pittsburgh, PA 15212	Chief Matt Porter	7:00 A – 5:00 P	PAAC Police	
2/27	Transportation Job Fair at PA CareerLink	304 Wood Street Pittsburgh, PA 15222	Jill Weaverling, Veteran's Affair Representative	1:00 – 3:00 P	R. Taylor M. Ramsey	

2/29	Polar Plunge	Heinz Field 100 Art Rooney Ave, Pittsburgh, PA 15212	Chief Matt Porter	7:00 A – 5:00 P	PAAC Police	
3/03	Rep Dan Miller 5 <sup>th</sup> Annual Disability & Mental Health	David L. Lawrence Convention Center 1000 Ft Duquesne Blvd Pittsburgh, PA 15222	Sheryl Cohen Director of Operations	8:00 A – 7:00 P	D. Skillings M. Girty	
3/04	Public Engagement Meeting	McKeesport Palisades Pittsburgh, PA 15132	Melissa Girty Coordinator	5:00 – 8:00 P	Companywide	X

\*Note: No public events between 03/05/2020 – 06/15/2021 due to the COVID-19 pandemic.

## 2021

Date	Event/Fair/Meeting	Location	Contact Person	Time	Staff	Title VI
6/16	57 <sup>th</sup> Annual Good Neighbor Day	300 Block 5 <sup>th</sup> Ave McKeesport, PA 15132	Jennifer Vertullo Coordinator	10:00 A – 4:00 P	D. Skillings	X
6/26	Juneteenth Parade	City of Pittsburgh	William Marshall Coordinator	10:00 A	Road Ops D. Skillings	X
7/17	Manchester TRID Block Party	Franklin Street in Chateau Street Pittsburgh, PA 15214	Stephanie Joy Everett Senior Planner	2:00 P – 8:00 P	D. Wohlwill D. Skillings	X
7/24	Uptown Partners' Community Day	1723 5 <sup>th</sup> Ave (Lot) Pittsburgh, PA 15219	Brittany McDonald Executive Director	12:00 P – 4:00 P	D. Skillings	X
8/10	SHJ Pop-up Event	SHJ base of Montooth Street Loop Warrington Ave Pittsburgh, PA 15210	Moira Egler TOD Planner	4:00 – 6:00 P	M. Egler Planning Department	X
9/18	St Patrick Day Parade	City of Pittsburgh Pittsburgh, PA 15222	Jeffrey McAfferty	10:30 – 2:00 P	Companywide	
11/11	Veteran's Day Parade	Downtown Pittsburgh, PA 15222	Anthony Filardi	11:00 AM	Companywide	

# Appendix D – Language Training Content from Customer Service Department

## CTS LanguageLink

- > What is CTS LanguageLink?
- > Why do we need it?
- > How to conference call
- > Sample call
- > Conclusion

1

## What is CTS LanguageLink?

- ↳ Incorporated in 1991, CTS LanguageLink is a full-service multilingual communication agency headquartered in Vancouver, Washington
- ↳ CTS LanguageLink provides interpretation services in over 240 languages and various dialects 24x7x365



2

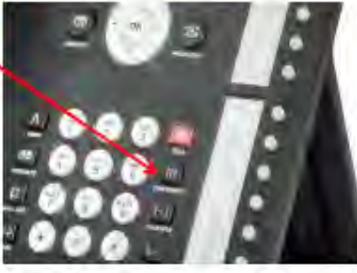
## Why do we need it?

- ↳ Currently, we do not have a way of assisting customers who speak a different language
- ↳ Marketing and Community Outreach plan that will target Spanish speaking customers
- ↳ FTA mandate
- ↳ Ability to better serve all our customers regardless of the language they speak



3

## How to Conference Call



4

## How to Conference Call



5

## How to Conference Call



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## How to Conference Call

- Introduce yourself to the interpreter
- Explain the reason for the call – Ex. "Hi, this is \_\_\_\_\_ from Port Authority of Allegheny County. I have a Spanish speaking customer on the line"
- Press the "Join" soft key to bring the customer on the line with the interpreter
- After joining the call, begin to assist the customer – Ex. "Hi, thank you for holding. How may I help you?"

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## How to Conference Call



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## Conversation Tips

- Speak clearly and slowly to the interpreter to ensure comprehension
- When speaking to the customer through the interpreter, speak in "first person" as you would in a normal conversation
  - Correct – May I have your name please
  - Incorrect – Can you ask the person for their name?
- After you speak one-two sentences or finish a thought, pause to give the interpreter enough time to interpret

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## Conversation Tips

- Be prepared to explain some things in more detail for the interpreter as some terminology and concepts may not have an equivalent in the target language
- Avoid side conversations with your co-workers or the interpreter

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## Sample Call



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## Questions



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Appendix E – Transit Service Standards



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## Executive Summary

Port Authority of Allegheny County exists to provide public transportation options within Allegheny County, Pennsylvania. This document serves as a framework for focusing the Authority's actions to ensure that it is constantly striving to achieve its mission and continually improve its operations.

Port Authority of Allegheny County (the Authority) serves the 775 square mile area within and immediately adjacent to Allegheny County. As of the writing of this document, the Authority provides public transit services via 97 fixed bus routes, 2 light rail lines (with 3 total routings), 2 inclined planes, and demand-response paratransit. Though the Authority oversees them, one of the inclined planes as well as the paratransit services are operated by other providers. Altogether, these services provide over sixty-one million rides annually in and around Allegheny County in southwestern Pennsylvania.

Port Authority of Allegheny County strives to provide quality transit service in a manner that is efficient, effective and equitable. To do so, Port Authority must make a number of decisions based on competing priorities about where demand is greatest, which types of service would work best and be most appropriate, and where limited resources can and should be used. These decisions should aim to be as fair, consistent, and transparent as possible, as the Authority is a public agency charged with using public dollars to serve a critical community need.

To do this, Port Authority has developed this set of service standards that will be used to:

- Set service goals.
- Design service and determine appropriate service levels.
- Establish minimum service performance.
- Evaluate service performance.
- Prioritize future service changes and plans.

These service standards apply to all general public transit services provided by Port Authority, with the exception of inclined plane service. These service standards will be applied in accordance with all applicable laws and regulations. They will be used to develop service change recommendations and will be used on an ongoing basis to evaluate, adjust, and improve services as demand and conditions change.

In most cases, the service standards define *minimum thresholds* that should be met, with most services exceeding these thresholds. However, the standards are also designed to - within limits - provide flexibility to respond to varied customer needs, a changing economy, and Allegheny County's often challenging geography. As such, these standards should not be considered binding rules, but rather general guides of the base level of service the Authority strives to provide to aid in the decision-making process around changes to service.

These standards may change over time, as planning is, by nature, fluid. As such, these standards will be adjusted or reapproved and reissued by the Authority at a minimum of every other fiscal year.

*\*Unless labeled 'Demand Response Paratransit', the following standards refer to fixed route transit services.*

## Service Goals

### Provide Efficient Transit Service

Port Authority should strive to provide the highest amount of value to customers by using resources optimally to meet other goals. Through increased efficiencies, services should strive to maximize passenger trips per hour of service provided.

### Provide Effective Transit Service

Port Authority should strive to maximize the population's access to transit in order to grow ridership and promote long term sustainability for the organization. To promote access to transit, the Authority must endeavor to provide direct and varied pathways between origins and destinations within the service area. These pathways must be able to be accessed via stops and stations, be traversed in a timely and safe manner, and be easy to understand and navigate.

### Provide Equitable Transit Service

In order to foster widespread mobility, the Authority shall strive to provide targeted and representative service to populations within Allegheny County with a greater need for transit so as not to allow a disproportionate burden to fall upon these populations. Operations targeting these groups should at minimum provide a proportion of services equal or greater to that which the sub-population represents as a portion of the total population. Groups which are targeted for special attention include minority populations protected under Title VI, low income populations, senior citizens, persons without access to a vehicle, and persons with disabilities.

## Service Overview

Port Authority of Allegheny County provides a family of services that are designed to provide options to address a wide array of needs. These services include light rail and busway services, Commuter bus services to downtown Pittsburgh and Oakland, and local buses. The provision of these different types of services is tailored toward serving different types of trips and needs. A list of current routes designated by type as of the writing of this document can be found in Appendix A.

### Types of Services

#### *Rapid Network*

With less frequent stops and higher capacity vehicles, rapid (or “limited”) service can provide a trunkline transit service for longer trips and busy lines, or can run along the same route as a local service. Most bus rapid transit, light rail transit, rapid streetcars, and limited-stop bus lines run on this service pattern.

Rapid Routes form the “backbone” of Port Authority’s overall system. Rapid services include all modes of transit which have at least 75% of route miles along a fixed guideway, and consist of:

- **Light Rail Transit (LRT, the “T”)** that operates around Downtown Pittsburgh and extends south
- **Bus Rapid Transit (BRT)** routes that provide service on the East, West and South Busways
- Any future service to be implemented considered as **LRT or BRT**

#### *Commuter Network*

Commuter routes are designed primarily to serve commute trips to and from downtown Pittsburgh and Oakland, and reverse commute trips to suburban destinations such as shopping centers and Pittsburgh International Airport. These routes should be designed to provide faster service than a local service route, either by way of only serving certain bus stops or by using a fixed guideway or highway for part of its journey. Some Commuter routes may operate similarly to a local route for peak service due to lack of ridership demands outside of typically commuter hours. Most Commuter routes only operate during commute hours, but others that serve unique commute patterns, such as hospitals or the airport, may run all day.

#### *Local Network*

Local routes, whether served by bus or rail, are the basic building blocks of urban transit. Local service must balance access—usually considered in terms of stop frequency—with speed. For passengers and operators alike, reliability is often more important than running time. To be effective, local service must be as direct as possible. Deviating from a direct route to serve areas of relatively low ridership will degrade the quality of service.

Local routes are defined as non-fixed guideway routes or commuter routes, that serve on an average weekday 1,000 or more riders.

#### *Coverage Network*

In low-density areas, or where street networks are poorly connected, basic transit accommodation often results in indirect or infrequent service. In these areas, routes have to be circuitous to serve small pockets of ridership. This is best done by

using a coverage route rather than adding a deviation to a local route. Keeping coverage routes as direct as is reasonable can be a prelude to a more productive service as density and demand increases.

Coverage routes are defined as non-fixed guideway routes or commuter routes, that serve on an average weekday less than 1,000 riders.

### *Paratransit Network*

ACCESS is a coordinated, shared-ride paratransit system that has been providing door-to-door advanced reservation transportation to the general public but primarily for people with disabilities, seniors and clients of human service agencies in Allegheny County since February 1979.

ACCESS is open to the general public. Port Authority sponsors special discounts for the following groups of persons:

1. Persons with disabilities who are certified as ADA paratransit eligible. This service is sponsored by Port Authority of Allegheny County
2. Persons age 65 or over who have registered for the ACCESS 65+ (PA Shared Ride) Program receive an 85% discount on fares. This subsidy is provided through the Pennsylvania Department of Transportation from State Lottery funds.
3. For non-ADA eligible persons or trips, the Connection Program provides ACCESS service at an 85% discount on fares if there is no bus option available, or provides feeder service to and from the bus if fixed route service is available on at least one end of the trip. The Pennsylvania Department of Transportation assists with subsidies for these trips from Persons with Disabilities (PwD) and Section 5310 operating funds.

Over 140 additional agencies also sponsor ACCESS service for their clients. Each agency determines which people and trips they will sponsor. Major sponsors include: Allegheny County Department of Human Services through the Medical Assistance Transportation Program, the Area Agency on Aging and the Office of Intellectual Disability; and Pennsylvania's Home and Community Based Waiver Programs.

### **Service Garages**

Port Authority's services are directly operated out of four bus garages and one light rail center. Each location serves a general section of Port Authority's overall service.

- North - Ross bus garage
- South – West Mifflin bus garage (Southeast), South Hills Village Rail Center (LRT)
- East – East Liberty bus garage
- West – Collier bus garage

### **Fixed Route Service Area**

It is important not only to define the types of services that the Authority provides, but also to define who is served by these various types of transit. For the purposes of this document, the Authority assumes anyone living within the following "catchment areas" has access to transit:

#### *Bus Stops*

- Within ¼ mile (on road network) of residence via walking

#### *Transit Stations (Rapid transit services)*

- Within ½ mile (on road network) of residence via walking

While biking and driving catchment areas are important considerations for network planning, the walkable catchment area will be used as the basic “service area”, since not all passengers have access to a bicycle or automobile.

#### **Demand Response Paratransit Service Area**

- ACCESS provides service between any origin and destination within Allegheny County, as well as any destination up to 1.5 miles outside Allegheny County.
- ADA eligible paratransit service is available anywhere within the defined ADA service area of 3/4 of an airline mile from Port Authority's non-commuter, fixed bus route or from any rail station operating on that day and at that time.

## Service Design Standards

Port Authority strives to serve as many of Allegheny County's residents, workers, and visitors as it can with the resources that it has available. At the same time it needs to serve a wide variety of riders, trip types, and demands, many of which conflict with each other. For example, most riders want fast service, but many also want many bus stops in order to minimize the distances that they have to walk, which actually reduces vehicle speeds. Thus, service elements that will attract one type of rider to transit can drive other riders away, and Port Authority must balance these competing desires.

To serve as many riders as possible, and as described in the previous section, Port Authority provides different types of service. These services are intended to meet the basic needs of residents in developed areas who cannot drive and to provide a compelling alternative for those who can drive. For both types of riders—and those in between—there are certain service design principles that will improve service for nearly all riders.

Each of the following factors for service design shall be reviewed annually or as major system changes occur to ensure that all service adheres to the standards to the best of the Authority's ability.

### Services Should Maximize Efficiency of Resources

#### *Fixed Route Transit*

Transit services should be designed and held to alignments which serve the greatest density of origins and destinations to as to maximize the number of potential riders while using the least amount of resources while still providing safe, effective and equitable service. Therefore the ultimate goal with designing a transit route is to choose an alignment which serves the greatest number of people in the most efficient way possible. Maximizing the number of passengers requires finding key areas in which those passengers originate and bring those passengers to their desired destinations. Origins include where passengers live, but also of key importance are origins where passengers can access transit via other transportation modes, such as through pedestrian and bike pathways, park and ride facilities, connections with regional public transit carriers, paratransit services, train stations, and airports. Destinations largely include access to the greatest number and density of jobs, as well as other types of destinations such as schools, universities, libraries, parks, art and cultural institutions, retail locations, health care facilities, entertainment and recreational areas, and community services.

Routes should operate along pathways that connect the greatest number of people to the greatest number of destinations, so as to carry out the mission of the Authority with the greatest effect.

#### *Demand Response Paratransit*

ACCESS is designed to be a highly coordinated system. Coordination creates economies of scale in the shared ride system and helps maintain an expansive level of service which is far greater than any single sponsor could afford.

Shifting riders from ACCESS to fixed route service whenever possible has been a major goal since the passage of the ADA as fixed route service has a lower cost and provides riders with more flexibility and freedom. Trip by trip eligibility, personalized service planning including mapping accessible paths of travel and paratransit feeder to fixed route service, have been effective tools and have helped to manage ADA paratransit demand.

### Service Should Be Straightforward

Transit services must be intuitive, logical, and easy to understand to ensure riders can use them effectively. Therefore, service should be designed so that it is easy to understand. This makes it easier for potential riders to learn about options that are available, and helps ensure that riders get where they want to go when they want to without experiencing confusion or substantial delay.

Routes should operate along as direct path as is feasible given Allegheny County's topography. The fewer directional changes a route makes, the easier it is to understand. Conversely, circuitous alignments are disorienting and difficult to remember. Routes should not deviate from the most direct alignment unless there is a compelling reason.

### Route Deviations & Variants Should Be Minimized

As described above, service should be relatively direct, and to make service direct, the use of route deviations—the deviation of service off of the most direct route—should be minimized.

However, there are many instances when the deviation of service off of the most direct route is appropriate, for example to provide service to major shopping centers, employment sites, schools, etc. In these cases, the benefits of operating the route off of the main route must be weighed against the inconvenience caused to passengers already on board.

1. Overall route productivity (in terms of passengers per revenue vehicle hour) would be equal to or better than without the deviation.
2. The deviation would not interfere with the provision of regular service frequencies and/or the provision of coordinated service with other routes operating in the same corridor.

In most cases where route deviations are provided, they should be provided on an all-day basis to keep the route simple for riders to use. Exceptions are during times when the sites that the route deviations serve have no activity—for example route deviations to shopping centers do not need to serve those locations early in the morning before employees start commuting to work.

### Routes Should Be Symmetrical

Routes should operate along the same alignment in both directions to make it easy for riders to know how to get back to where they came from. All routes should operate along the same alignment in both directions except in cases where such operation is not possible due to one-way streets or turn restrictions, or near route termini where vehicles need to turn around. In those cases, routes should be designed so that the opposite directions parallel each other as closely as possible.

### Routes Should be Designed to Maximize the Transit Service Area

To make service easy to understand and to eliminate service duplication, service should be developed to serve clearly defined markets. Ideally, major corridors should not be served by more than one route of each route type—for example, one local route and one Commuter route, and not by multiple local routes and multiple Commuter routes. By spreading out transit services, the Authority can maximize the area in which riders can access transit stops and stations. Exceptions include pathways into and out of Downtown, Oakland, and other major employment centers. Exceptions should also be made when multiple routes should logically operate through the same corridor because they serve unique destinations.

### Service Should Be Consistent

Routes should have optimal headways (times between trips) within key time periods (morning and evening rush hour, midday, early morning and evening) so as to maximize use of the Authority's resources while providing easy to understand services to its passengers. For example, if a bus route takes thirty minutes to complete an inbound and outbound trip, and then requires a five minute layover at the end of its trip, then a thirty-five minute or sixty-five minute headway would be optimal.

### Services Should Be Well Coordinated

In many areas, multiple routes operate through the same corridors but to different destinations (for example, between downtown Pittsburgh and Oakland). To avoid bunching of buses and to balance loads, major routes of the same route type (for example local or Commuter) that serve the same corridor should be scheduled to operate at the same service frequencies and should alternate trips at even intervals.

Also, most routes intersect with other routes at transfer centers, stations, and street intersections. At major transfer locations, schedules should be coordinated to the greatest extent possible to minimize connection times for the predominant transfer flows. This includes having the same time point locations (in written schedules) on routes that overlap or intersect to make it easier for riders to understand frequencies and transfers to routes within their area.

### Services Should be Designed with Adequate Running Time

#### *Fixed Route Transit*

Routes are broken into segments, and schedules are designed to give each route segment a specified running time within which the segment should be able to be traversed. Scheduled running times should be set so as to maximize the percentage of time a given route segment can be run in the allotted time while minimizing the need for additional resources. On Time Performance will be calculated based on departing the first and intermediate timepoints between one minute early and five minutes late and arriving to the last timepoint at end of one directions of a route between one minute early and five minutes late.

Port Authority aims for a system level on-time performance of 73%. This may be increased over time as the Authority continues to adopt technologies and software that better allow for adjustments based on field observations. This is further broken down by route type:

- Rapid:
  - BRT: 85%
  - LRT: 90%
- Local and Coverage: 75%
- Commuter: 80%

#### *Demand Response Paratransit*

ACCESS sets its goal for on time performance at 100%. Minimum standards are:

- 94% on-time pick ups
  - Pick ups are defined as on time between ten minutes prior to and twenty minutes past the scheduled pickup time
- 95% on-time arrivals for appointments
  - Appointment drop offs are defined as on time between 30 minutes early and zero minutes late
- ACCESS maintains a 100% guaranteed ride home policy for its customers.

Additionally, paratransit must meet requirements for appropriate travel time between points:

- For ADA eligible trips, travel time must not exceed the time it would take to make the same trip on the fixed route system, including walking to and from the stop, transferring and waiting
- For non-ADA eligible trips, the maximum travel time will be 30 minutes or up to twice the direct drive time at that time of day
- Maximum travel time must not exceed two hours

- A minimum of 95% of trips must have ride times within these standards

Finally, trips must be provided within a reasonable amount of time from when requests are made:

- 100% of ADA eligible trips must be provided within a useful hour of the request, with no trips denials
- Average telephone hold time cannot exceed 60 seconds

### Rapid and Commuter Routes Should Be Expeditious

Routes designed to move people quickly through the service area, either by operating along a fixed guideway or by providing limited stop service, should be at least 25% faster (with a minimum of 5 minutes faster per trip) than their local bus route counterparts.

### Stop and Station Placement

#### Fixed Route Transit

Transit stops are the access and egress points for transit services and should be conveniently located. However, too many transit stops make travel slow, which not only has an effect on ridership, but also affects the operating costs of transit and the ability to maximize services within the system. Most riders want service that balances convenience and speed and the number and location of stops is a key component of achieving that balance. Services that emphasize speed (for example, Rapid and Commuter routes) should have fewer stops, while local services that emphasize access should have more frequent stops. Geographical barriers, such as steep grades, sidewalk widths, intersections, rail lines, and highways shall be taken into consideration when determining stop placement.

The following table exhibits the Authority’s determination of appropriate standards for the average spacing between transit stops. Spacing standards are differentiated for the different types of service the Authority provides and at different levels of population density. Areas of higher population density (defined as greater than 5,000 persons and jobs per square mile) should generally have more frequent stops, whereas areas with lower population density (defined as less than 5,000 persons and jobs per square mile) should have fewer stops. Exceptions to these standards should only be made in cases where accessibility is particularly problematic or dangerous, or where there are significant topographical challenges.

Table 1: Stop Spacing (in feet)

	High Population Density		Low Population Density
	Minimum Spacing	Spacing Guideline	Spacing Guideline
<b>Rapid Routes</b>	1,000	2,600   ½ mile	2,600   ½ mile
<b>Commuter Routes</b>	650	1,300   ¼ mile	1,300   ¼ mile
<b>Local and Coverage Routes</b>	650	900   1/6 mile	1,300   ¼ mile

*Note: For purposes of these standards, high density is considered greater than or equal to 5,000 persons (jobs + residents) per square mile, and low density is considered less than 5,000 persons per square mile.*

#### Demand Response Paratransit

All ACCESS customers receive door to door assistance from drivers, including assistance up or down as many as four steps and into the lobby of public buildings, as long as the vehicle can access the curb in proximity to the location. This policy meets the origin to destination requirements of the Americans with Disabilities Act.

For individuals whose disability requires that they not be left alone, ACCESS offers hand to hand service. Drivers ensure that customers designated with this service level are handed off to responsible staff or family members at both the origin

and destination, and ACCESS maintains an individual “safety-net” plan for each eligible customer in the event there is no one available to receive the individual. Service Design Should Maximize In-Service Time

*In-Service Time*

Service design can significantly impact schedule efficiency. Service should be designed to maximize in-service time and minimize out-of-service time. As such, the following standards will be used to ensure that schedules are efficiently designed based on route length, trip characteristics, and layover locations.

Table 2: Revenue Vehicle Hours as Percentage of Total Vehicle Hours

Service Type	Percentage In-Service Time
<b>Rapid Routes</b>	
LRT	80%
BRT	80%
<b>Commuter Routes</b>	50%
<b>Local and Coverage Routes</b>	70%

*Note: Commuter routes use peak direction in service time only.*

**Service Levels should be Set Based on Service Standards.**

Service standards help ensure that the appropriate amount of service is provide on each route. For example, service standards should be set to determine minimum levels of service in terms of the number of trips, service frequencies, and/or passenger loadings. Service level standards are presented in the next section.

## Service Level Standards

Service level standards define when service should be provided and how often it should be provided, subject to budgetary constraints. Four standards are used:

1. Minimum Span of Service
2. Minimum Service Frequencies
3. Maximum Loading
4. Minimum Productivity

These standards are used together to determine appropriate service levels for each route. At a minimum, service should be provided based on the minimum span of service and minimum service frequency standards. Beyond that, additional service should be added to meet passenger loading standards and in the morning and at night when minimum productivity standards can be met.

On an ongoing basis, service should be added when ridership increases to levels that exceed maximum loading standards. Conversely, service should also be reduced when loads fall below the passenger loading standards for a period of time. The process for ensuring this occurs will be outlined in the following section.

### Minimum Span of Service

#### Fixed Route Service

The minimum span of service standards define the minimum period of time that different types of service should operate, in terms of the latest that service should begin and the earliest that it should end. The “end” time for services in the following table indicates the time of the beginning of the final trip (as opposed to the end of the last trip). Based on demand, service may start earlier and end later; it is subject to the minimum performance standards presented in the next section. Higher ridership services will have long spans of service, while lower ridership services will have shorter spans of service. Minimum span of service standards are presented in Table 3.

Table 3: Minimum Span of Service Standards

	Rapid Routes	Commuter Routes		Local and Coverage Routes
		AM Peak	PM Peak	
<b>Weekdays</b>				
Begin	6:00am	6:30am	4:15pm	6:00am
End	11:30pm	7:30am	5:15pm	6:00pm
<b>Saturdays</b>				
Begin	6:30am	None	None	9:00am*
End	11:00pm			8:00pm*
<b>Sundays</b>				
Begin	7:00am	None	None	10:00am*
End	11:00pm			6:00pm*

*Note: The beginning span of service refers to the beginning of the first inbound trip, and the ending span of service refers to the end of the last outbound trip.*

*\*If the route has service on this day.*

Based on demand, service can start earlier and end later than these standards stipulate. However, service that starts earlier or ends later is subject to minimum performance levels.

**Demand Response Paratransit**

ACCESS provides service from 6:00a.m. - 12:00a.m.

ADA eligible paratransit service is additionally available prior to 6:00a.m. and after 12:00a.m. if both the trip origin and destination are within the ADA service area and the fixed transit route offers service before 6:00a.m. or after 12:00a.m.

**Minimum Service Frequencies**

The minimum service frequency standards define the minimum service frequencies at which each type of service should operate. Based on demand, many services would operate more frequently, and in these cases, the service frequencies would be based on ridership and loading levels (as described in the next section). Minimum service frequency standards are presented in Table 4. Note also that many corridors would be served by multiple routes, and in these cases, effective service frequencies would be more frequent than for individual routes. There are many cases where service frequencies may differ slightly from these standards due to total trip times and maintaining optimal spacing between trips. For example, it may be optimal for vehicle and operator resources to have 32 minutes between trips than 30 minutes due to the route’s characteristics. Situations like this where service frequencies are not exactly met for optimal scheduling purposes will be noted in the Annual Service Report.

Table 4: Minimum Service Frequency Standards (Minutes)

	Rapid Routes	Commuter Routes	Local Routes	Coverage Routes
<b>Weekdays</b>				
Early Morning	30	--	60	75
AM Peak	10	3 trips	30	60
Midday	20	--	60	75
PM Peak	10	3 trips	30	60
Evening/Night	30	--	60	75
Saturdays	30	--	60*	90*
Sundays	30	--	60*	90*

*\*If the route has service at this time of day/day of week.*

**Maximum Loading (Overcrowding)**

Port Authority will strive to provide sufficient levels of service to accommodate all passengers on a given route. During peak periods, some passengers are expected to stand, but the number of standing passengers should be kept to reasonable levels whenever possible. Also, services will be designed so that when passengers do have to stand, they will not have to stand for long periods of time. On routes that operate for long distances on highways, and on all off-peak services, service will be scheduled to accommodate most passengers with a seat.

Two different techniques are used to keep passenger loads within acceptable levels. The first is to match vehicle types with ridership levels, and to use sixty foot articulated vehicles on higher ridership routes. The second method is to provide more frequent service, with service frequencies set to keep passenger loads within the limits presented in Table 5. These standards are presented in terms of maximum passenger loads as a percentage of seated capacity of the vehicle used to provide service (see Table 6). Where average maximum passenger loads on a given trip exceed these levels over a period of time, Port Authority will deploy larger vehicles and/or increase service frequencies whenever possible within available budget.

Data will be analyzed to determine specific trips where average maximum loads exceed capacity. If multiple trips are often overcrowded for significant distances on a given route, resources shall be used if available to place additional trips on a route during periods of overcrowding.

Table 5: Maximum Passenger Loading (as a Percentage of Seating Capacity)

	Rapid Routes		Commuter Routes	Local and Coverage Routes
	LRT	BRT		
<b>Weekdays</b>				
Peak Hour	250%	140%	120%	120%
Off-Peak	140%	120%	100%	100%
<b>Saturdays</b>			-	
All Day	140%	120%		100%
<b>Sundays</b>				
All Day	140%	120%		100%

Table 6: Maximum Passenger Loads by Vehicle Type

Maximum Loads by Vehicle Type	Seats (Typical)	100% Capacity	120% Capacity	140% Capacity	250% Capacity
Light Rail Car	62	-	-	87	155
60' Articulated Transit Bus	60	60	72	84	-
40' Transit Bus	40	40	48	56	-
35' Transit Bus	35	35	42	49	-

### Minimum Productivity

#### Fixed Route Transit

In order for Port Authority to use its resources effectively, all routes should achieve a minimum level of productivity. These standards use “Passengers per Revenue Vehicle Hour” which is a measure of the average number of passengers each bus deployed on a given route carries for each hour that it is in-service, to measure productivity.

With limited exceptions, all routes should attract a minimum number of passengers for each hour that buses are in-service (revenue vehicle hours). These minimum productivity levels are presented in Table 7.

Table 7: Minimum Productivity Levels (Passengers per Revenue Vehicle Hour)

	Rapid Routes		Commuter Routes	Local Routes	Coverage Routes
	LRT	BRT			
<b>Weekdays</b>	80	50	25	30	20
<b>Saturdays</b>	50	40	-	20	15
<b>Sundays</b>	45	30	-	20	15

*Notes:*

- Productivity levels apply only to days of week which routes operate.
- LRT routes are at this point to be considered as one route with one overall performance of passengers per revenue vehicle hour calculated (due to limits on passenger counting by station, separating routes is infeasible as of the writing of this document). All other modes can easily be separated by route.

*Demand Response Paratransit*

ACCESS productivity is defined as the number of revenue passenger trips provided in a billable hour. ACCESS service providers are paid by the hour. To ensure the efficient use of resources, minimum productivity requirements are established. Port Authority sets productivity standards annually for the system, and the broker, in turn, sets minimum productivity standards for each of its service providers based on performance standards and trip characteristics including average trip length, percentage of trips taken by people who use wheelchairs, percentage of no shows and cancellations, and percentage of pre-grouped service.

## Monitoring and Evaluating Service

### Annual Service Report

All monitoring and evaluation of service will be summarized in an Annual Service Report, to be developed by the Planning and Development Division at the end of each fiscal year to summarize the prior years’ service. The report shall include the following sections outlined below.

#### *Overall Service Performance and System Equity*

Service design and service level metrics will be quantified to give an understanding of how well the Authority is doing with adhering to its goals of efficiency, effectiveness, and equity. Key Performance Indicators will be compared against peer transit agencies where possible to determine priority areas for improvements in the upcoming service year. An overview of system service performance will include the following metrics:

Category	Attribute
General	Ridership
	Service Hours
Efficiency	Passengers per revenue vehicle hour
	Cost per passenger served
	Percent of time spent in revenue service
Effective	Walkable service area
	On-time performance
	Overcrowding
	Stop spacing
Equity	Persons with disabilities
	Senior citizens / persons over age 65
	Low income persons and low wage jobs
	Persons of color / persons of a minority race or ethnicity
	Persons without access to a vehicle
	Persons with limited English proficiency
	Persons under age 18
	Single mothers

Routes will be categorized as ‘high’ or ‘low’ equity routes, and average service design and level metrics above will be aggregated for these two groups to ensure significant disparities do not exist. Equity is determined by creating an index of the five above indicators by Census block. All indices from each Census block a route passes through are then averaged to determine an overall equity score for each route.

#### *Route Service Performance*

Routes not meeting any of the standards will be identified in the Annual Service Report, with explanation regarding future changes to improve adherence or justification for not meeting service levels given if such changes would be in some manner prohibitive.

In cases where routes do not meet minimum productivity standards, changes should be made to improve route productivity. These changes could include any of a variety of measures;

- Reconfiguring the route alignment to attract more passengers
- Eliminating particularly unproductive segments

- Reducing or increasing service frequency
- Reducing or increasing span of service
- Changing the route from an all-day route to one which only runs during peak hours
- Targeted marketing to attract new riders
- Public outreach
- Conducting a ridership survey to better understand the needs of the community around the route
- Working with community groups to better understand how the route can meet the community's needs

If no changes can be identified that can improve productivity without undue burden to the Authority, then the route could be a candidate for elimination. If the situation leading to reduced productivity is assumed to be changing in the near future, written documentation detailing why the route should not yet be adjusted will be provided in the Annual Service Report. After 2 fiscal years of not meeting productivity standards of a route, action is required to alter service on that particular route to ensure that the Authority uses its resources efficiently. Under no circumstances is a route to continue unaltered after 24 months of failing to meet minimum productivity standards.

#### *Implementation Updates*

All major service changes that have been implemented will receive an implementation update in the two subsequent Annual Service Reports after the changes are made. Implementation updates will summarize how the change has affected route performance (efficiency), as well as how many riders have been gained/lost (effectiveness) and how these changes are effecting subpopulations (equity) if data is available.

#### *Major Service Changes for Upcoming Service Year*

Based on evaluation of services from the previous sections, a list of priorities for service changes for the following year will be developed. These priorities will be outlined in the Annual Service Report as suggestions for the following year; analysis of these priorities will not appear in the Annual Service Report, but rather will follow the standards as set forth in the Service Change Process section.

#### *Budget for the following Fiscal Year*

The Annual Service Report shall also include a projection of changes to the operating budget for the year following the upcoming service year, so that the Authority and the public have an indication of future adjustments to service (for example, whether additional funding is available for increasing service, budget is remaining stable for no major changes to service, or whether budget is expected to decrease and reductions in service may be necessary).

## Service Change Process for Fixed Route Service

### Overview

The Authority has a structured process for evaluating proposed changes to its existing system, both from within the Authority and from the Public.

Small changes are made throughout the year as issues arise such as traffic detours, but larger, service-enhancing or efficiency-seeking changes are done annually. As of this current document, major service changes are made in the fall (September or November) schedule changes. This process is comprised of the following key stages:

1. Development of the annual service budget
2. Collection of proposed service changes (both internal and external)
3. Evaluation of proposals for effectiveness, equity, and efficiency measures
4. Ranking of proposals given budgetary constraints
5. Presentation of major service changes to Senior Staff and the Board

Additions to service through major service changes are to be considered only when existing services are adequately meeting the aforementioned service standards. For example, a new route should not be added to a garage's work during peak hours if an existing route from that garage is experiencing significant overcrowding during those same hours; resources would first need to be used to address overcrowding to bring vehicle loadings into an acceptable range.

### Annual Service Budget

The annual service budget shall be determined by the Finance Department annually and released internally as a proposed budget in the spring of each year so that major service changes can be appropriately ranked and prioritized given resource constraints in the coming year.

### Categorization of Service Changes

Service changes shall be categorized so as to better understand which types of changes need to be evaluated internally. Changes are either considered to be minor or major, and are defined as:

#### *Minor Service Changes*

##### Running Time Adjustments

- Route segments which are consistently early or late
- Route segments which are consistently taking more or less running time than is scheduled

##### Out of Service Time

- Appropriate layover length given reliability of travel time on a given route
- Appropriate running time to and from the bus garage from the start or end of a route
- Appropriate cross country travel times between two route end points

##### Bus Stop Placement

- Using appropriate spacing standards as outlined in this framework

##### Detours

- Minor changes to bus routes due to street closures (less than 6 months)

##### Holiday or Special Event Service Adjustments

- Added service frequencies on holidays or special events days (such as sporting events)

#### Trips

- Adding or removing trips to maximize efficiency and minimize overcrowding

#### *Major Service Changes*

- Addition or removal of a route
- Addition or removal of a service day for a route
- Permanent changes that constitute an addition or reduction of more than 30% of the weekly trips, service hours, or service miles on a given route
  - Or adding or removing more than 2,500 annual hours of service on longer/more frequent routes

#### Process Timeline

This timeline is based on the current quarterly service change schedule occurring in March, June, September, and November. The “Service Year” aligns with the fiscal year between the months of July to June.

*Recurring Example of Process Timeline*

Month	FY(A)												FY(B)												FY(C)											
	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J
<b>Request Collection</b>																																				
Proposal Collection																																				
<b>Annual Service Report</b>																																				
Route data and evaluation, system data																																				
Report Development																																				
NTD Peer Data Release of prior FY data																																				
Internal Release																																				
Public Release																																				
<b>Minor Service Changes</b>																																				
Implementation																																				
<b>Major Service Changes</b>																																				
Screening and Evaluation of Proposals																																				
Proposal Screening and Aggregation, & Ranking																																				
Internal Review of Proposals																																				
Senior Staff Review																																				
Public Release																																				
Public Outreach																																				
Budget Development Process																																				
Budget Approval																																				
Implementation																																				





## Collection of Proposed Service Changes

### *Internal Proposals for Major Service Changes*

#### Amalgamated Transit Union Requests

The Amalgamated Transit Union (ATU) shall gather and prioritize major service change requests throughout the year and provide these requests to the Service Development Department by the November schedule changes (usually the Sunday before Thanksgiving) of each year. Requests MUST be prioritized so as to aid Service Development in the evaluation of said requests. All minor service change requests shall continue to be made through quarterly Schedule Committee meetings.

#### Other Internal Requests

Through the process of developing the Annual Service Report, the Service Development Department will develop its own requests for major service changes in order to ensure adherence to Service Standards. Many changes that should occur will be minor in nature and therefore can occur during any schedule change; however any major service changes needed, such as addition or elimination of a route, will need to be developed as a proposal for service change similar to any other proposal. These proposals must be developed by June of each year after year-end route data is made available.

### *External Proposals for Moderate and Major Service Changes*

#### Customer Service

The Customer Service department receives requests regarding various types of service changes on an ongoing basis. Upon receipt, such requests are recorded in a database shared among several departments. Requests are categorized as they are entered into the database, which ensures that they are channeled to the appropriate staff member. Planning and Service Development staff will be responsible for collecting requests submitted by Customer Service via the database and for determining whether they are minor or major.

#### Website

Port Authority's website will maintain an open survey for members of the public who wish to put forth a request for a major service change at any time throughout the year.

#### Public Relations

For the purpose of this document, "Public Relations" refers to the rider, stakeholder, and government/business relations functions of the agency located within the Communications Division of the Authority. Staff within communications responsible for these functions have occasion, through the normal course of their job responsibilities to receive requests for service changes. These requests will be accompanied by as much information as possible, which will often be gathered in meetings with the parties submitting the requests.

## Evaluation of Proposals for Major Service Changes

After proposals are collected semiannually, they will then be evaluated on several factors to determine feasibility of implementation by the Authority. **The Authority shall reserve the right to immediately dismiss any proposal it deems completely infeasible at any point in the near future in order to use staff time and resources efficiently to evaluate realistic and potentially feasible service proposals.**

Proposals will be evaluated in the three main categories with which the Authority uses as its goals for service; the efficiency of a proposal based on resources needed to carry it out, its effectiveness at increasing access to transit or transit use within the service area, and whether it changes the equity with which services are provided to those who have higher need.

In order for a proposal to be considered for the evaluation process, it must meet a base efficiency level based on ridership projections of ½ the service guideline for that service type and day.

For example, a request to add weekend service to a local route that does not currently have weekend service would need to show a ridership projection of at least 7.5 riders per hour of proposed added service (1/2 of the service guideline of 15 passengers/hour for a local route on a weekend day).

Other constraints on service may also be in place in any given year which might render certain proposals infeasible.

One example of this is the availability of vehicles during peak hours – certain bus garages may not have additional capacity to add peak service, and therefore requests that would need to operate out of these garages during peak times may not be evaluated due to this constraint.

Once proposals have been filtered to those with an acceptable base level of efficiency per the above guideline and any other constraints which may exist in a given year, they will be evaluated and ranked based on the following criteria:

***Efficiency*** of a service proposal will be evaluated using assumed costs/savings of the proposal against projected ridership growth/reduction and assumed fare revenue changes. The overall measure of efficiency will be the projected net cost / savings per passenger gained / lost.

***Effectiveness*** of a service proposal will be evaluated quantitatively using a range of factors, including changes to straightforwardness, symmetry, coordination, walkable service area, span of service, frequency of service, travel time, or on time performance of a route.

***Equity*** of a service proposal will be evaluated based on the demographics of the population which the service serves (as defined by the walkshed surrounding stops / stations). Services are categorized as more equitable if they provide access to a population which has a higher percentage of a targeted subpopulation than the proportion of the total population that that subpopulation comprises within the overall service area. Targeted subpopulations include low income and minority populations protected under Title VI of the Civil Rights Act of 1964, senior citizens, persons without access to a vehicle, and riders with disabilities.

Table 8: Metrics for Evaluating Major Service Improvements and Reductions

MEASURE	METRICS	EVALUATION SCORE
<b>Efficiency</b>	- Expected passengers per service hour	<i>Improvements: Projected net cost per new passenger</i>
		<i>Reductions: Project net savings per passenger lost</i>
<b>Effectiveness</b>	- Walkable service area	<i>Vastly more effective</i>
	- Jobs in service area	<i>Moderately more effective</i>
	- Residents in service area	<i>No change in effectiveness</i>
	- Change in weekly trips	<i>Moderately less effective</i>
	- Travel time	<i>Vastly less effective</i>
<b>Equity</b>	- In service percentage	
	- Low income households and low wage jobs	
	- Persons of a minority race or ethnicity	<i>Vastly more equitable</i>
	- Persons over age 65	<i>Moderately more equitable</i>
	- Persons with disabilities	<i>No change in equity</i>
	- Persons without access to a vehicle	<i>Moderately less equitable</i>
	- Single mothers	<i>Vastly less equitable</i>
- Persons with limited English proficiency		
- Persons under age 18		

Service *improvements* at no cost and at no detriment to operations should be implemented, even if scored as “No change” for effectiveness and equity, due simply to being able to more service at no cost to the Authority.

### Ranking of Proposals given Budgetary Constraints

Proposals will be given an overall score for each of the three above categories. Those three scores will then be averaged into an overall score for the proposal, and proposals will be ranked in order of highest to lowest overall score. Each of the three category scores (efficiency, effectiveness, equity) will be given equal weight in the overall score.

### Release of Prioritized List of Major Service Changes for Upcoming Service Year

After all viable proposals have been evaluated, ranked, and approved by Senior Staff; a list of major service changes may be released along with the Annual Service Report in November of each year for changes in the following fiscal year.

### Ongoing Evaluation of Implemented Service Changes

After a major service change is implemented as part of the Service Request Evaluation process, changes should be monitored annually to ensure the changes are successful.

If changes were to an entire route, that route is expected to be operating within the efficiency standards set forth in this document within 24 months or the release of the third Annual Service Report after the change is made. If at this time the route is not meeting efficiency levels for that route type and day of week, changes should be made in accordance with these standards to better utilize resources effectively.

If changes were made to part of a route (for example, a route is extended to a new area), that route segment should be operating at half of the efficiency standards set forth in this document within 24 months or the release of the third

Annual Service Report after the change is made. Once 24 months has passed (or the third Annual Service Report is released), the route shall be evaluated in accordance with the route standards set forth in this document.

An exception to this would be if the extension creates a situation whereby the route as a whole is no longer meeting efficiency standards, in which case it should follow strategies set forth in this document to better utilize resources effectively.

### Evaluation of Proposals to Alter Paratransit Service

As part of its ADA Paratransit Plan, Port Authority worked closely with the community to identify areas in which its ADA eligible complementary paratransit ACCESS service exceeded the minimum requirements of the ADA. Should the cost of ACCESS service which exceeds the ADA minimums become greater than the available financial resources, the plan calls for implementation of the Contingency Plan developed by the community. The Contingency Plan calls for service reductions and fare increases to be implemented in the following order:

- Increase ACCESS fares
  - Proportional increases in mid-range fares
  - Increase the minimum ACCESS for to two times the base fixed route fare
  - Premium fares outside the service area
- Eliminate the convenience fare and mandate use of fixed route when available and conditions permit
- Variations of reduced service area should be implemented in the following order:
  - Weekdays after 8 PM
  - Saturdays all day
  - Sundays and holidays all day

As each action is taken, the cost savings will be evaluated prior to implementing the next scheduled service reduction. Likewise, requests for service enhancements will be evaluated for feasibility of implementation.

With the change in funding and the implementation of the ADA minimum service area in 2012, there are new considerations for service reductions. In addition to using the three main categories for evaluation, Port Authority will use the ADA Contingency plan as its starting point in evaluating ACCESS service reductions or enhancements.

## Appendix A: Route Designations, Fiscal Year 2020

Route Type	Routes
Rapid	G2, P1, P2, RED, BLLB, BLSV
Commuter	7, 18, 65, 19L, 28X, 51L, 52L, G3, G31, 01, 05, 012, P3, P10, P12, P13, P16, P17, P67, , P69, P7, P76, P78, Y1, Y45
Coverage	4, 11, 20, 22, 26, 29, 36, 40, 43, 60, 74, 79, 89
Local	1, 2, 6, 8, 12, 13, 14, 15, 16, 17, 21, 24, 27, 31, 38, 39, 41, 44, 48, 51, 53/53L*, 54, 55, 56, 57, 58, 59, 61A, 61B, 61C, 61D, 64, 67, 68/P68, 69, 71/P71, 71A, 71B, 71C, 71D, 75, 77, 81, 82, 83, 86, 87, 88, 91, 93, Y46, Y47, Y49

\*As of the writing of this document, these routes are to be considered together as one local route.

## Appendix B: Data Sources and Explanations

### Automatic Passenger Counters

In order to analyze adherence to service levels and service design, the Authority has several sets of data that it uses. The most intricate of these data sources are automatic passenger counters (APCs) that the Authority has installed on the doors of all of its buses. These APCs count the number of passengers boarding (getting on) and alighting (getting off) each bus at every stop along the route, and then use that data to calculate the load (number of people) on the bus at any given time. These counts are time stamped, so data can be viewed by day of week, trip time, and direction of the vehicle. The Authority has measured the effectiveness of these passenger counters to be around 98.5% accurate when compared with actual observations.

Rail vehicles do not yet have the ability to count passenger loads and stop/station boardings and alightings, and as such, farebox payment data is used as a substitute for overall route ridership. Farebox data is not as accurate as APCs, and is only able to be viewed by trip (not by stop), so it is somewhat limited.

### Modeling and Projecting Ridership Changes

#### Service Improvements

When possible, previous similar situations will be used as base cases to look at percentage of population using transit as compared to percentage of population working in the destination area from Longitudinal Employer-Household Dynamics Origin-Destination Employment Statistics (LODES) data from the U.S. Census Bureau. This data provides representative samples of origins and destinations of the residents and workforce within a given geographic area. While this does not account for non-work trips, it gives a good baseline to extract data out from to project ridership changes in the near future.

#### Service Reductions

Service reduction effects will be determined by aggregating the stop boardings at stops which are to be eliminated *and* fall outside of the walkshed of ¼ mile along a street network from another stop. If several stops being considered for elimination are within ¼ mile of another route/group of stops (or ½ mile of a rapid route station/stop), then reasonable assumptions about which of these passengers will now have to walk farther than the walkshed are to be made, and these passengers should be considered to be outside of the remaining walkshed and will be assumed to no longer use the transit service.

## Appendix F –Title VI Evaluation of Service Standards from FY2020 Annual Service Report

The link to the full FY2020 Annual Service Report, which is kept on Port Authority’s website, is [https://www.portauthority.org/siteassets/inside-the-pa/surveys-and-reports/annual\\_service\\_report\\_fy2020\\_web.pdf](https://www.portauthority.org/siteassets/inside-the-pa/surveys-and-reports/annual_service_report_fy2020_web.pdf). Below are the Title VI Service Standard evaluation pages, extracted from the report.

# TITLE VI EVALUATION

Port Authority takes seriously its responsibility to serve communities that have the greatest need for public transit services. This includes two demographic communities which are protected under Title VI of the Civil Rights Act of 1964: minority race and ethnicity communities (“minority communities”) and low-income communities. The following section examines route performance to determine whether a significant performance difference exists between routes serving low-income and non low-income communities, and routes serving minority and non-minority communities.

Routes are categorized as low-income or minority by whether their service areas have higher proportions of low-income and minority populations than the average of the Authority’s overall service area. In Allegheny County, 12.7% of the population is low-income and 21.4% of the population is minority. Any area with a low-income or minority population composition exceeding the 12.7% and 21.4% thresholds respectively are identified as “Low-income” and “Minority” areas.

Metrics examined include on time performance, out of service (cancelled trips due to manpower shortages or equipment failures), crowding, service span, and service frequency. PAAC’s Title VI policy defines a major difference as a greater than 20 percentage point difference between the two groups both for income and for race/ethnicity. For this analysis, any difference greater than 10 percentage points is deemed “significant” so that efforts can be made to right these differences before they become “major” at the 20 percentage point level. If a significant difference exists on any of these metrics, the bottom five scoring routes are listed as an area for improvement in FY21.

Data for all metrics encompasses the entire FY20 period, with the exception of service spans and frequencies. These two metrics are scored using schedules from the November 2019 to March 2020 period as this was the most recent schedule period before COVID-related service reductions and changes. Finally, crowding statistics are presented as “pre-pandemic” and “during pandemic” due to the new vehicle capacity limits introduced in late March 2020 to prevent crowding on vehicles during the COVID-19 pandemic.

### Low-income and non low-income routes: Summary table

Metric	Low Income Route	Non Low Income Route	Raw Difference / Pct. Difference	Direction of Difference
Number of Routes	83	17	NA	NA
Average On Time %	72%	70%	2% / 3%	Favorable
Average Out of Service %	0.56%	0.65%	0.09% / 14%	Favorable
Average Crowding % - Pre-Pandemic	3%	3%	-	Neutral
<b>Average Crowding % - During Pandemic</b>	<b>9%</b>	<b>3%</b>	<b>6% / 200%</b>	<b>Adverse, Major</b>
Average Service Span - Weekday (Hours)	16	12	4 / 33%	Favorable
Average Service Span - Sat (Hours)	18	16	2 / 13%	Favorable
Average Service Span - Sun (Hours)	16	16	1 / 7%	Favorable
Average Trips per Service Hour - Weekday	4.5	4.0	0.5 / 13%	Favorable
Average Trips per Service Hour - Saturday	3.2	3.0	1.2 / 60%	Favorable
Average Trips per Service Hour - Sunday	2.8	2.0	0.8 / 40%	Favorable

### Low-income routes: Service reliability and quality

About 80% of PAAC routes serve low-income communities. In general low-income routes scored more favorably on all service quality and reliability metrics compared to non low-income routes. For FY20, these routes scored slightly higher on OTP, with an average of 72% compared with 70% for non low-income routes. Low-income routes were also slightly less likely to go out of service.

Pre-pandemic, low-income and non low-income routes scored equally for crowding at 3% of all trips. Once the pandemic started, though, overcrowding driven by COVID-19 related employee absences shifted towards low-income routes. The ten low-income routes with the worst crowding are listed below. All these routes are Local or Coverage routes that had service added back in May 2020 or August 2020, if not sooner. Additionally the 59, 51, and 1 received additional frequency in the November 2020 schedule change.

# TITLE VI EVALUATION

Route	Percent of Trips Crowded During Pandemic	Route	Percent of Trips Crowded During Pandemic
59	35%	82	26%
61	33%	83	26%
1	29%	61C	26%
64	28%	56	21%
77	28%	6	19%

## Low-income routes: Service span and frequency

Service spans for low-income routes are generally higher than non low-income routes; this is true for weekdays, Saturdays, and Sundays. Low-income routes also have higher frequencies, averaging 0.5 to 1.2 more trips per hour depending on the service day. Overall low-income routes perform better on every metric than non low-income routes, which speaks to PAAC's commitment to providing reliable and frequent service to areas that most rely on transit.

## Minority and non-minority routes: Summary table

Metric	Minority Route	Non Minority Route	Raw Difference / Pct. Difference	Direction of Difference
Number of Routes	66	34	NA	NA
Average On Time %	71%	73%	2% / 3%	Adverse, Minor
<b>Average Out of Service %</b>	<b>0.63%</b>	<b>0.47%</b>	<b>0.16% / 34%</b>	<b>Adverse, Major</b>
Average Crowding % - Pre-Pandemic	3%	3%	-	Neutral
<b>Average Crowding % - During Pandemic</b>	<b>9%</b>	<b>6%</b>	<b>3% / 50%</b>	<b>Adverse, Major</b>
Average Service Span - Weekday (Hours)	16	14	2 / 14%	Favorable
Average Service Span - Sat (Hours)	17	17	-	Neutral
Average Service Span - Sun (Hours)	16	16	-	Neutral
Average Trips per Service Hour - Weekday	4.4	4.5	0.1 / 2%	Adverse, Minor
Average Trips per Service Hour - Saturday	3.1	3.0	0.1 / 3%	Favorable
Average Trips per Service Hour - Sunday	2.7	2.9	0.2 / 7%	Adverse, Minor

## Minority routes: Service reliability and quality

Out of service showed a major adverse difference between minority and non-minority routes. In FY20 0.63% of total service hours on minority routes were cancelled compared to 0.47% for non-minority routes. Available staffing at the garages is the biggest factor contributing to out of service; due to collective bargaining agreement and route qualification limitations, operators cannot be readily moved from locations to address these absences. Rather, any significant modifications to try and address these pandemic-related out of service hours challenges must be implemented through an operator run pick.

The ten minority routes with the highest out of service percent are listed here to target for service preservation in the event of manpower shortages. Eight of those routes operate out of the East Liberty garage. Recognizing this disparity, starting November 2020 Port Authority began moving additional operators to this garage to help reduce out of service consistent with its collectively bargained pick-up process.

It should be noted that the P2's out of service is high by design; the route exists to supplement morning rush hour service on the P1, and trips can be cancelled without significantly impacting headways.

# TITLE VI EVALUATION

Route	Garage	Out Of Service Percent
P2	East Liberty	5.49%
P17	East Liberty	3.63%
86	East Liberty	1.65%
82	East Liberty	1.58%
15	Ross	1.39%

Route	Garage	Out Of Service Percent
P71	East Liberty	1.06%
71A	East Liberty	1.05%
13	Ross	0.97%
P09	East Liberty	0.91%
88	East Liberty	0.90%

While minority and non-minority routes scored equally for crowding before the pandemic, crowding worsened significantly on minority routes during the pandemic. The ten minority routes with the worst crowding are listed below. Of these, only the 59 received additional frequency with the November 2020 service change. The rest will be prioritized for larger vehicles where possible and additional service in the March 2021 service change depending on the pandemic's further impacts in the coming months and to the extent Port Authority's resources otherwise enable it to continue to address these crowding concerns.

Route	Percent of Trips Crowded During Pandemic
59	35%
24	28%
60	28%
77	28%
82	26%

Route	Percent of Trips Crowded During Pandemic
83	26%
61C	26%
56	21%
5	19%
16	19%

## Minority routes: Service span and frequency

Service spans on minority route average the same or better than non-minority routes. Similarly, frequencies were roughly the same for weekdays and Saturdays. On Sundays, minority routes average 2.7 trips per hour versus 2.9 trips per hour for non-minority routes. This disparity stems from route types: four of the 24 non-minority routes are designated rapid routes (Q2, RED, BLUE, and SLVR), which have high minimum frequencies under PAAC's service standards. A greater proportion of minority routes are designated Locals which have lower minimum frequencies.

## Appendix G – Board Minutes of Presentation of FY2020 Annual Service Report

Minutes are archived here on Port Authority's website:

<https://www.portauthority.org/siteassets/board/meeting-documents/2021/january2021psrcminutes.pdf>

### **Planning and Stakeholder Relations Committee Minutes January 21, 2021**

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:

#### **Via WebEx Board Committee Members**

John Tague, Jr., Chairman  
Jessica Walls-Lavelle  
Ann Ogoreuc  
Stephanie Turman

#### **Board Members and Solicitor**

Sandy Garfinkel, Esq.  
Representative Lori Mizgorski  
Michelle Zmijanac  
Representative Austin Davis

#### **Opening Remarks**

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

#### **Approval of Minutes from the November 12, 2020 Planning and Stakeholder Relations Committee Meeting**

Mr. Tague asked Committee members if there were any corrections to the minutes. There was one correction, attendance did not show Representative Austin Davis.

#### **FY2020 Annual Service Report Presentation (Ellie Newman)**

Ms. Ellie Newman, Manager of Transit Analysis, gave an overview of our most recent Annual Service Report. This report is sort of our State of the Union speech for our system. We evaluate every aspect of our service; compares Port Authority to other agencies and other cities. It is a comprehensive document and worth a look. As part of this we also evaluate service requests are submitted by the community. We prioritize these and rank them based on efficiency, effectiveness, and equity. This report is based on FY2020, which as you know is July 2019 through June 2020. Our ridership dropped significantly in FY2020, we were on track for a one percent increase in ridership through February and then ridership went off a cliff in Mid-March. We ended seeing a 19 percent drop in ridership from the previous year.

#### **On the report it shows FY2019 vs. FY2020 Ridership by mode:**

- Bus ridership – 25 percent decline
- Light Rail – 91 percent decline in April

**Planning and Stakeholder Relations Committee  
Minutes  
January 21, 2021**

**On Time Performance Improved** – four percent increase on bus and light rail. We installed a new On Time Performance System that we think is more accurate. We adjust the schedules every quarter to match the schedules to reality. When the pandemic hit there was less congestion and traffic on the road; our buses were not getting stuck downtown.

**Service Standards Evaluation – July 2019 through March 2020**

- Passengers per hour – Identified low performing routes
- On time performance – Overall improvement; raised our standards; 77 routes did not meet standard.
- Crowding – Many routes had rush hour crowding pre-pandemic; 30 percent seated capacity

**Title VI evaluation on all our routes**

This is a Federal program to make sure that Transit Agencies are appropriately servicing low income and minority communities.

**Old & New Service Requests Prioritized**

- 46 new requests evaluated and prioritized
- 215 requests total
- Implementation on hold pending budget clarity

Mr. Huffaker, Chief Development Officer, said, one note that he wanted to address the flexibility, timeline and we have a long lead time before any service changes can be put in place. Back in June when we were finalizing our August and September service changes we were looking at an scenario with COVID-19, we had to make a call as to whether we were going to return to normal or if we were going to continue with COVID-19 scenario. We were a little nervous about getting caught without capacity if people did start to return to the office. As we all know right after June is when the second wave of COVID-19 hit in Allegheny County. We had to wait until November to make some of the changes.

## Appendix H - Title VI Evaluation of Service Standards from FY2021 Annual Service Report

The link to the full FY2021 Annual Service Report, which is kept on Port Authority's website, is [https://www.portauthority.org/siteassets/inside-the-pa/surveys-and-reports/fy21\\_annual\\_service\\_report.pdf](https://www.portauthority.org/siteassets/inside-the-pa/surveys-and-reports/fy21_annual_service_report.pdf). Below are the Title VI Service Standard evaluation pages, extracted from the report.

TITLE VI

# TITLE VI EVALUATION

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Port Authority takes seriously its responsibility to serve communities that have the greatest need for public transit services. This includes two demographic communities which are protected under Title VI of the Civil Rights Act of 1964: Minority race and ethnicity communities ("minority communities") and low-income communities. The following section examines route performance to determine whether a significant performance difference exists between routes serving low-income and non low-income communities, and routes serving minority and non-minority communities.

Routes are categorized as low-income or minority by whether their service areas have higher proportions of low-income and minority populations than the average of the Authority's overall service area. In Allegheny County, the percent of low-income population is 11.63% (ACS 2019) and the percent of minority populations is 24.97% (Census 2020). Any area with a low-income or minority population composition exceeding the 11.63% and 24.97% threshold respectively are identified as "Low-income" and "Minority" areas.

Metrics examined include on time performance, out of service (meaning cancelled trips due to manpower shortages or equipment failures), crowding, service span, and service frequency. PAAC's Title VI policy defines an adverse impact when a greater than 20 percentage point difference occurs between the two groups, both for income and for race/ethnicity. For this analysis, any difference greater than 10 percentage points is deemed "at-risk" so that efforts can be made to right these differences before they become "significant" at the 20 percentage point level. If at least a significant difference exists on any of these metrics, the bottom five scoring routes are listed as an area for improvement in FY22. Data for all metrics encompasses the entire FY21 period.

### Summary of Title VI Findings by Income

Metric	Low Income Route	Non Low Income Route	Raw Difference	Pct. Difference	Direction of Difference
Number of Routes	68	31	N/A	N/A	N/A
Average On Time %	72.6%	71.8%	0.8%	1.1%	Favorable
Average Out of Service %	2.6%	2.2%	0.4%	18.7%	Adverse, At-risk
<b>Average Crowding %</b>	<b>4.5%</b>	<b>2.1%</b>	<b>2.4%</b>	<b>117.7%</b>	<b>Adverse, Significant</b>
Average Service Span - Weekday (Hours)	18	17	1	8.0%	Favorable
Average Service Span - Saturday (Hours)	19	17	2	11.2%	Favorable
Average Service Span - Sunday (Hours)	16	14	2	14.7%	Favorable
Average Trips per Service Hour - Weekday	1.5	1.3	0.3	20.0%	Favorable
Average Trips per Service Hour - Saturday	1.6	1.5	0.1	6.1%	Favorable
Average Trips per Service Hour - Sunday	1.3	1.2	0.1	6.7%	Favorable

### Low-Income Routes: Service Reliability and Quality

Out of service showed a significant adverse difference between low-income and non-low-income routes. Low-income routes were slightly more likely to go out of service in FY21, with 3% of total service hours cancelled on low-income routes compared to 2% on the non-low-income routes. The ten low-income routes with the worst out of service are listed below. Seven of these routes are Local routes. The garage locations for these routes are mostly East Liberty and West Mifflin. At both garages, COVID-19 related employee absences and having a higher proportion of low-income populations in their service areas contributed heavily towards this issue. When manpower shortages force the cancellation of trips, Port Authority works within manpower and resource limitations to cancel less-used trips on very frequent routes such as the P2 and preserve service on infrequent routes. Canceling infrequent routes has a larger impact on riders.

Route	Garage	Out of Service Percent	Route	Garage	Out of Service Percent
P17	East Liberty	11.57%	P7	West Mifflin	5.47%
P2	East Liberty	7.39%	86	East Liberty	5.23%
83	West Mifflin	6.37%	53L	West Mifflin	4.86%
J5	Ross	6.35%	61B	West Mifflin	4.63%
82	East Liberty	5.55%	13	Ross	4.62%

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Port Authority of Allegheny County | Annual Service Report 2021
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# TITLE VI EVALUATION

In FY2021, the percent of crowded trips in low-income and non-low-income routes were 4% and 2% respectively. The ten low-income routes with the worst crowding are listed below. All these routes are Local routes. Port Authority almost doubled service on the 1 and 59 to alleviate crowding, while also adding service to the 51, 83, and P68. The Authority was hampered from adding service by continued manpower shortages caused by continued COVID-19 related absences, as well as broader labor market shortages being experienced by transit systems and a variety of other employers nationwide.

Route	Route Type	Percent of Trips Crowded	Route	Route Type	Percent of Trips Crowded
1	Local	17%	P68	Local	9%
51	Local	17%	77	Local	9%
59	Local	16%	71C	Local	9%
61C	Local	15%	75	Local	9%
83	Local	11%	16	Local	8%

## Summary of Title VI Findings by Race

Metric	Minority Route	Non Minority Route	Raw Difference	Pct. Difference	Direction of Difference
Number of Routes	77	22	N/A	N/A	N/A
Average On Time %	72.9%	70.3%	2.6%	3.8%	Favorable
Average Out of Service %	2.5%	2.4%	0.1%	5.8%	Adverse, At-risk
<b>Average Crowding %</b>	<b>4.0%</b>	<b>2.9%</b>	<b>1.1%</b>	<b>38.5%</b>	<b>Adverse, Significant</b>
Average Service Span - Weekday (Hours)	18	17	1	4.2%	Favorable
Average Service Span - Saturday (Hours)	18	17	2	9.5%	Favorable
Average Service Span - Sunday (Hours)	16	14	2	14.0%	Favorable
Average Trips per Service Hour - Weekday	1.5	1.3	0.2	15.0%	Favorable
Average Trips per Service Hour - Saturday	1.6	1.4	0.1	8.9%	Favorable
Average Trips per Service Hour - Sunday	1.3	1.1	0.1	12.4%	Favorable

## Minority Routes: Service Reliability and Quality

About 80% of PAAC routes serve minority communities. In general minority routes scored slightly lower on out of service and crowding than non-minority routes, but better on OTP.

Out of service showed a minor adverse difference between minority and non-minority routes. In FY21 2.5% of total service hours on minority routes were cancelled compared to 2.4% for non-minority routes. The ten minority routes with the highest out of service percent are listed here. Five of these routes operate out of the West Mifflin Garage. In FY20, eight of the top routes belonged to East Liberty garage, whereas the current list only has 4 routes from that garage. However, the top five routes from FY20 still remain on this year's list, all four from East Liberty. COVID-19 related employee absences in both of these larger garages, broader labor market shortages, and having a higher proportion of minority populations in their service areas contributed heavily towards the increased higher out of service percentage.

It should be noted that the P2's out of service is high by design: the route exists to supplement morning rush hour service on the P1, and trips can be cancelled without significantly impacting trip headways.

# TITLE VI EVALUATION

Route	Garage	Out of Service Percent	Route	Garage	Out of Service Percent
P17	East Liberty	11.6%	P7	West Mifflin	5.5%
P2	East Liberty	7.4%	86	East Liberty	5.2%
83	West Mifflin	6.4%	P76	West Mifflin	4.9%
16	Ross	6.4%	53L	West Mifflin	4.9%
82	East Liberty	5.5%	61B	West Mifflin	4.6%

Crowding worsened significantly on minority routes during the pandemic. The ten minority routes with the worst crowding are listed below and nine of them are local routes. Ridership on the minority routes dropped disproportionately less than the non-minority routes. As capacity limits were implemented based on vehicle size, not ridership, minority routes did see more crowding. The only way to address this problem was to add additional service.

To that end, Port Authority implemented 20 major temporary service changes in November 2020. The agency cut trips on commuter routes since the rush hour ridership had dropped dramatically, and redistributed resources to routes with the worst crowding issues. Routes 1, 12, 59 and P68 added a significant number of trips (more than 30% of their existing service hours), but routes 51, 75 and 83 also added trips to resolve ongoing crowding problems.

Route	Percent of Trips Crowded	Route	Percent of Trips Crowded
51	16.6%	77	9.3%
59	16.1%	11C	9.1%
61C	14.5%	75	8.9%
83	11.0%	16	8.4%
P68	9.4%	51L	8.0%

## Appendix I - Board Minutes of Presentation of FY2021 Annual Service Report

Full minutes are archived here on Port Authority's website:

<https://www.portauthority.org/siteassets/board/meeting-documents/2022/january2022psrcminutes.pdf>

Below is a screenshot of the Title VI evaluation presentation minutes.

Planning and Stakeholder Relations Committee

Minutes

January 20, 2022

**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 seen 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.

### Title VI Evaluation

2022

- Low income and minority routes scored better on frequency, service span, and ETP 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%

Port Authority

**Appendix J – Board Resolution Amending and Approving Title VI Program**

**CERTIFICATION**

I, the undersigned duly qualified Assistant Secretary of Port Authority of Allegheny County, certify that the attached is a true and correct copy of a resolution adopted at a legally convened meeting of the Board of Port Authority of Allegheny County held on April 29, 2022.

*Diane Williamson*

Assistant Secretary

April 29, 2022



(Seal)

## SUMMARY OF RESOLUTION

### Authorization to Adopt Port Authority of Allegheny County's Title VI Program

Port Authority of Allegheny County (Authority) was organized and exists pursuant to the Second Class County Port Authority Act, as amended, to provide public transit services within and for Allegheny County. In accordance with Title VI of the Civil Rights Act of 1964 and related regulations adopted by the Federal Transit Administration (FTA), the Authority maintains a Title VI Program (Program) to ensure that individuals are protected from discrimination based upon race, color, and national origin in the provision of the Authority's public transit services.

Pursuant to applicable FTA regulations, the Authority reviews, and updates Program on a triennial basis to ensure that Program remains in compliance with all Title VI requirements and to document the Title VI analyses conducted for any major service or fare changes occurring in the preceding three calendar years.

Over the past several months, as part of the triennial review effort, the Authority's staff has made various updates and revisions to Program. Before the Authority can submit Program to FTA for final review, Program must be reviewed, approved, and authorized for the Authority's adoption by the Authority's Board.

This resolution approves and authorizes the adoption of Program for the 2022 to 2024 period, subject to any further revisions or amendments deemed necessary by FTA or the Authority.

## RESOLUTION

**WHEREAS**, Port Authority of Allegheny County (Authority) was organized and exists pursuant to the Second Class County Port Authority Act, as amended, to provide public transit services within and for Allegheny County; and

**WHEREAS**, the Authority maintains a Title VI Program (Program) to ensure that individuals are protected from discrimination based upon race, color, and national origin in the provision of the Authority's public transit services in accordance with Title VI of the Civil Rights Act of 1964 and related regulations adopted by the Federal Transit Administration (FTA); and

**WHEREAS**, pursuant to applicable FTA regulations, the Authority reviews, and updates Program on a triennial basis to ensure that Program remains in compliance with all Title VI requirements and to document the Title VI analyses conducted for any major service or fare changes occurring in the preceding three calendar years; and

**WHEREAS**, the Authority's staff has made various updates and revisions to Program over the past several months as part of the triennial review effort; and

**WHEREAS**, before the Authority can submit Program to FTA for final review, Program must be reviewed, approved, and authorized for the Authority's adoption by the Authority's Board.

**WHEREAS**, the Authority staff recommends that the Board approve and authorize the adoption of revised Program to ensure that Program remains in Title VI compliance and that the Authority maintains the ability to continue to receive federal transit funds in a timely manner; and

**WHEREAS**, upon due consideration, the Board concurs with staff's recommendation and finds Program attached to this resolution as Exhibit A to be acceptable in all material respects.

**NOW, THEREFORE BE IT RESOLVED**, that the Board hereby approves and authorizes the adoption by the Authority of Program attached hereto as Exhibit A for the period 2022 to 2024.

**FURTHER RESOLVED**, that the chief executive officer, chief human resources officer, chief development officer, chief legal officer, director Planning and director Office of Equal Opportunity be, and hereby are, directed to take any and all actions necessary and proper to submit the program to FTA for review and otherwise implement Program.

**FURTHER RESOLVED**, that the chief executive officer, chief human resources officer, chief development officer, chief legal officer, director Planning and director Office of Equal Opportunity be, and hereby are, authorized to further revise or amend Program, in a form approved by the Authority's legal counsel, to the extent that changes in the law and/or further FTA review of Program would require additional revisions or amendments to Program for the time period 2022 to 2024.

## **Appendix K - Disparate Impact and Disproportionate Burden Analysis Policy for Major Service Changes or Fare Changes**

### **PORT AUTHORITY OF ALLEGHENY COUNTY DISPARATE IMPACT AND DISPROPORTIONATE BURDEN ANALYSIS POLICY FOR MAJOR SERVICE CHANGES OR FARE CHANGES**

#### **PURPOSE**

The Federal Transit Administration (FTA) requires that transit agencies assess whether a proposed “fare change” or “major service change” would have a “disparate impact” on “minority populations,” or “disproportionate burden” on “low-income populations,” under Title VI of the Civil Rights Act of 1964, Title 49 C.F.R. Section 21.5(b)(2) and (b)(7), and Appendix C to Title 49 C.F.R. part 21. Pursuant to FTA Circular 4702.1B, FTA requires fixed route public transit agencies to clearly establish, with input through a public engagement process, threshold definitions for measuring disparate impacts and disproportionate burdens.

This policy will be utilized by Port Authority of Allegheny County (Authority) for analysis of proposed fare changes and major service changes. It establishes threshold standards for evaluating the equity impacts and the distribution of benefits and burdens caused by any fare change or major service change. The Authority reserves the right to amend this policy to the extent required by future changes in the law and/or at the discretion of its Board.

#### **DEFINITIONS**

##### **Adverse Effects**

A transit provider is required to define and analyze adverse effects related to major changes in transit service. Adverse Effects may include Fare Changes, reductions in service (e.g., elimination of a route, shortlining a route, rerouting an existing route, increase in headways) or even additions to service, especially if they come at the expense of reductions in service on other routes. Transit providers are required to consider the degree of Adverse Effects, and analyze those effects, when planning service changes. The Authority will define and analyze Adverse Effects related to proposed Fare Changes or Major Service Changes. The Authority will measure the loss (the adverse impact), or the gain (benefit), among Minority Populations and nonminority populations and among Low-Income Populations and non-low-income populations when conducting a service equity analysis of a proposed Major Service Change, and among minority and overall users and among low-income and overall users when conducting a fare equity analysis for any Fare Changes.

**Disparate Impact**

FTA Circular 4702.1B defines disparate impact as a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives, but with less disproportionate effects on the basis of race, color, or national origin.

**Disparate Impact Threshold**

The Disparate Impact Threshold is defined as the impact of any Major Service Change or Fare Change that results in a Minority Population bearing Adverse Effects which are 20 percent more than the Adverse Effects borne by the non-minority population.

**Disproportionate Burden**

FTA Circular 4702.1B defines disproportionate burden as a facially neutral policy or practice that disproportionately affects Low-Income Populations more than non-low income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

**Disproportionate Burden Threshold**

The Disproportionate Burden Threshold is defined as the impact of any Major Service Change or Fare Change that results in a Low-Income Population bearing Adverse Effects which are 20 percent more than the Adverse Effects borne by the non-low income population.

**Fare Change**

A Fare Change is defined as any increase or decrease of fares, whether applicable to the entire transit system, or on certain transit modes, or by fare payment type or fare media. The definition of Fare Change does not include instances where all passengers ride free, or to temporary fare reductions that are mitigating measures for other activities such as construction, or to promotional fare reductions, so long as the temporary fare reduction or promotional reduction does not last longer than six months. A Fare Change also does not include the introduction of new fare products or fare media where those new fare products or fare media are only being added to the Authority's existing fare products or fare media versus replacing existing fare products or fare media.

### **Low-Income Person/Population**

FTA Circular 4702.1B defines low-income person as a person whose median household income is at or below the US Department of Health and Human Services poverty guidelines, and defines low-income population as any readily identifiable group of low-income persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient persons who will be similarly affected by a proposed FTA program, policy, or activity.

### **Major Service Change**

A Major Service Change is defined by the Authority as:

- addition or removal of a route;
- addition or removal of a service day for a route;
- service changes that constitute an addition or reduction of more than 30% of the weekly trips, service hours, or service miles on a given route; or
- adding or removing more than 2,500 annual hours of service on a given route.

Any service reduction necessitated by an emergency situation or construction activity expected to last less than one year in duration is excluded from the definition of a Major Service Change.

### **Minority Persons**

FTA Circular 4702.1B defines minority persons to include the following five groups: 1) American Indian and Alaskan Native, 2) Asian, 3) Black or African-American, 4) Hispanic or Latino, and 5) Native Hawaiian and Other Pacific Islander.

### **Minority Population**

FTA Circular 4702.1B defines a Minority Population as any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations who will be similarly affected by a proposed DOT program, policy, or activity.

### **DISPARATE IMPACT POLICY**

The purpose of this policy is to establish protocols for determining whether a Major Service Change or Fare Change is borne disproportionately by Minority Populations. The Authority seeks to eliminate or minimize disparate impact upon a Minority Population as a result of a Major Service Change or Fare Change.

When a Major Service Change or Fare Change is proposed, the Authority will first define and analyze the Adverse Effects that may result from the proposed change. Upon identification of Adverse Effects, the Authority will prepare and submit a service equity analysis and/or fare equity analysis in accordance with the guidance set forth in FTA Circular 4702.1B as may be amended, for the purpose of determining whether the Major Service Change or Fare Change will have a

Disparate Impact on the Minority Population. The analysis requires, utilizing the Disparate Impact Threshold, a comparison of Adverse Effects resulting from a Major Service or Fare Change as between the Minority Population and the non-minority population.

Depending upon the nature of the Major Service Change or Fare Change, the Authority may elect to establish comparison populations based upon either ridership data or the population data of a service area. Justification for selection of a ridership data comparison or a service area population comparison must be documented. When utilizing population data of a service area, the choice of a dataset shall be the smallest geographic area that reasonably has access to a transit stop or station. The Authority will document the techniques and technologies utilized to collect the ridership or population data utilized for the service equity analysis.

The equity or fare equity analysis will compare the existing service or fare to proposed changes and calculate the absolute change as well as the percent change. Utilizing the Disparate Impact Threshold, a determination will be made as to whether the Major Service Change or Fare Change will result in Adverse Effects that are disproportionately borne by the Minority Population.

If the analysis concludes that Disparate Impact will occur as a result of a Major Service Change or Fare Change, the change may be implemented only if (1) there exists a substantial legitimate justification for the proposed service change; and (2) there exists no alternatives that would have a less Disparate Impact on the Minority Population that would still accomplish the Authority's legitimate program goals.

Should any proposed Major Service Change or Fare Change result in Disparate Impact, the Authority will consider modification of the proposed change to avoid, minimize or mitigate the Disparate Impact of such change. Once a modification has occurred to avoid, minimize or mitigate potential Disparate Impacts, the Authority will conduct an additional analysis to determine whether the modifications successfully corrected the potential Disparate Impact resulting from the changes. The Authority shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including available less discriminatory alternatives, and Senior Management and Board of the Authority shall be briefed as to the outcome of the service equity analysis and/or fare equity analysis.

#### DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to determine whether or not Low-Income Populations will bear a Disproportionate Burden of a Major Service Change or Fare Change. While Low-Income Populations are not a protected class under Title VI, the analysis established under this policy is recognized as valuable for planning purposes.

When a Major Service Change or Fare Change is proposed, the Authority will first define and analyze the Adverse Effects that may result from the proposed change. Upon identification of Adverse Effects, the Authority will prepare and submit a service equity analysis and/or fare equity

analysis in accordance with the guidance set forth in FTA Circular 4702.1B as may be amended, for the purpose of determining whether such planned changes will have a Disproportionate Burden on a Low-Income Population. The analysis, utilizing the Disproportionate Burden Threshold, requires a comparison of Adverse Effects resulting from a Major Service Change or Fare Change as between the Low Income Population and the non-low income population.

The equity or fare service analysis will compare the existing service or fare to proposed changes and calculate the absolute change as well as the percent change. Utilizing the Disproportionate Burden Threshold, a determination will be made as to whether the Major Service Change or Fare Change will result in Adverse Effects that are disproportionately borne by the Low-Income Population.

If the analysis concludes that Disproportionate Burden will occur as a result of a Major Service Change or Fare Change, the Authority will consider modification of the proposed change to avoid, minimize or mitigate Disproportionate Burden where practical, and the Authority should describe alternatives available to Low-Income Populations affected by the Major Service Change or Fare Change. The Authority shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including available less discriminatory alternatives, and Senior Management and Board of the Authority shall be briefed as to the outcome of the service equity analysis and/or fare equity analysis.

*Adopted via Board Resolution: 11/20/2015*

*Amended via Board Resolution: 12/8/2017*

## Appendix L – Resolution and full Title VI Analyses of Proposed Fare Changes, 2021



TO: Finance Committee  
Jennifer M. Liptak  
Representative Austin A. Davis  
Gerald Delon

FROM: Ann M. Ogoreuc, Chair

DATE: June 15, 2021

SUBJECT: Finance Committee Meeting – June 17, 2021

The next in-person meeting of the Finance Committee is scheduled for Thursday, June 17, 2021, also available virtually and conference call-in, beginning immediately after the 8:30 a.m. Planning and Stakeholder Relations Committee meeting. The agenda is as follows:

1. Roll Call
2. Approval of Minutes of the May 20, 2021 Finance Committee Meeting
3. Proposed Resolution:
  - a. Authorization to Approve Title VI Analysis for Planned FY 2022 Fare Structure Changes (Peter Schenk)
  - b. Authorization to Adopt and Implement FY 2022 Fare Structure Changes (Peter Schenk)
  - c. Authorization to Appoint Successor Trustee for the Consolidated Pension Plan (Peter Schenk)
  - d. Authorization to Adopt FY 2022 Operating and Capital Budgets (Peter Schenk)
  - e. Authorization to Adopt Collective Bargaining Agreement with the International Brotherhood of Electrical Workers, Local 29 (Inez Colon)
4. Financial Statements:
  - a. Review of May 2021 Financial Statements (Peter Schenk)
5. Adjourn

cc: Other Port Authority Board Members

**FINANCE COMMITTEE MEETING**  
May 20, 2021

**DRAFT**

Board Committee Members

*(all by TEAMS)*

Ann Ogoreuc, Chair  
Jennifer Liptak  
Jeff Letwin

Other Board Member

*(all by TEAMS)*

John Tague  
Michelle Zmijanac  
Rep. Lori Mizgorski  
Senator Brewster  
Jessica Walls-Lavelle

1. Approval of Minutes:

The minutes of the April 15, 2021 Finance Committee Meeting were approved.

2. FY 2022 Proposed Fare Policy Changes Status Update

CEO Katharine Kelleman gave an update on the Fare Policy Change process. She reported that the public hearings are complete, and the Title VI Report is being finalized. A resolution to adopt the proposed changes will be presented at the June Board meeting.

3. Preliminary FY 2022 Operating and Capital Budgets Presentation

CEO Katharine Kelleman and CFO Peter Schenk presented the preliminary FY 2022 Operating and Capital Budgets.

Ms. Kelleman presented the preliminary FY 2022 Operating Budget. She stressed that the transit industry continues to experience significant ridership loss and overall uncertainty on future ridership levels. She went on to emphasize that the Authority will continue to focus on maintaining current service levels while taking great care of both employee and rider safety.

Ms. Kelleman also stated that the Authority will be transitioning from a COVID-19 focus, to instead re-focusing on pre-pandemic organizational initiatives.

Mr. Schenk reported that the preliminary FY 2022 Operating Budget would set revenues at pre-pandemic levels to simplify invoicing of federal stimulus funding. The preliminary Operating Budget is set at \$494,238,449 which is an increase of \$8.57 million or 1.76 percent over the FY 2021 Budget.

Mr. Schenk also reported on the preliminary FY 2022 Capital Budget. The preliminary Capital Budget totals \$227.8 million with \$18.6 million for Debt Service, \$147.5 million for Fixed Guideway Improvements, \$54.9 million for Facility Improvements and \$6.7 million for Support Programs.

4. Proposed Resolutions:

Mr. Schenk then presented a resolution for authorization of Port Authority staff to file grants and submit invoices and status reports with the Pennsylvania Department of Transportation. PennDOT requires the Authority to identify, and the Board of Directors to approve positions that will have access to PENNDOT's electronic system (DOTGRANTS). The identified positions are included in Exhibit A attached to the resolution.

The Finance Committee agreed to recommend the resolution for consideration by the entire Board.

5. April 2021 Financial Statements:

Chief Financial Officer, Peter Schenk, then reported on the April 2021 Financial Statements. He reported that Total Operating Income for the month of April was \$5.1 million under budget. Through April, Total Operating Income is \$54.8 million below budget. Every Operating Income category was below budget for the month and on a fiscal year-to-date perspective due to the pandemic. Lower Passenger Revenues and ACCESS Program Service Revenues constitute most of this shortfall due to the pandemic.

Total Expenses for the month of April were \$963,802 under budget due to lower Fringe Benefit expense and despite a \$2.8 million charge for retroactive wage payment related to the ATU Local 85 contract. The Authority's Total Expenses are \$35.6 million under budget for the fiscal year. Mr. Schenk reported that if these trends continue, the Authority will not have to use any Deferred Revenues for operating purposes.

Total Subsidy for the fiscal year is \$5.87 million above budget due to CARES Act receipts that have offset lower Passenger Revenue.

Mr. Schenk reported that the Authority ended April with approximately \$143.4 million in Operating Reserves.

With no further business, the meeting was adjourned.

## **PROPOSED RESOLUTIONS**

## SUMMARY OF RESOLUTION

### Authorization to Approve Title VI Analysis for Planned FY 2022 Fare Structure Changes

Port Authority of Allegheny County (Authority) was organized and exists pursuant to the Second Class County Port Authority Act, as amended, to provide public transit services within and for Allegheny County. In accordance with Title VI of the Civil Rights Act of 1964, and related regulations adopted by the Federal Transit Administration (FTA), the Authority maintains a Title VI Program (Program) to ensure that individuals are protected from discrimination based upon race, color and national origin in the provision of the Authority's public transit services.

Pursuant to applicable FTA regulations and Program, the Authority is required to conduct an analysis prior to implementing any major fare policy or structure changes to determine whether any such major fare policy or structure changes would have a disparate impact on the Authority's ridership based on race, color or national origin, and if so, the means by which to mitigate such impact. The Authority is also required to conduct an analysis prior to implementing any major fare policy or structure changes to determine whether any such major fare policy or structure changes would disproportionately burden low-income populations, and if so, to identify means by which to mitigate such impact.

Following a public comment period approved by the Authority's Board that commenced on March 26, 2021 and ended on May 5, 2022, the Authority is considering the implementation of various fare structure changes that include elimination of the \$0.25 ConnectCard stored value discount, elimination of the \$1.00 transfer charge that will create the equivalent of a three-hour pass with unlimited rides and introduction of rolling monthly and weekly passes that, if approved, will take effect on July 1, 2021, or as soon thereafter as deemed feasible based upon necessary ConnectCard software changes (FY 2022 Fare Structure Changes). In compliance with applicable FTA regulations and Program, the Authority has completed a Title VI analysis (Title VI Analysis) of proposed FY 2022 Fare Structure Changes.

A copy of Title VI Analysis is attached as Exhibit A to the resolution. As more fully detailed in Title VI Analysis, FY 2022 Fare Structure Changes will not have a disparate impact on minority populations or put a disproportionate burden on low-income populations. Accordingly, there are no mitigation actions needed in order to proceed with implementation of FY 2022 Fare Structure Changes.

This resolution approves and adopts the Authority's Title VI Analysis for FY 2022 Fare Structure Changes.

## RESOLUTION

**WHEREAS**, Port Authority of Allegheny County (Authority) was organized and exists pursuant to the Second Class County Port Authority Act, as amended, to provide public transit services within and for Allegheny County; and

**WHEREAS**, the Authority maintains a Title VI Program (Program) to ensure that individuals are protected from discrimination based upon race, color and national origin in the provision of the Authority's public transit services in accordance with Title VI of the Civil Rights Act of 1964 and related regulations adopted by the Federal Transit Administration (FTA); and

**WHEREAS**, pursuant to applicable FTA regulations and Program, the Authority is required to conduct an analysis prior to implementing any major fare policy or structure changes to determine whether any such major fare policy or structure changes would have a disparate impact on the Authority's ridership based on race, color or national origin, and if so, the means by which to mitigate such impact. The Authority is also required to conduct an analysis prior to implementing any major fare policy or structure changes to determine whether any such major fare policy or structure changes would disproportionately burden low-income populations, and if so, to identify means by which to mitigate such impact; and

**WHEREAS**, following a public comment period approved by the Authority's Board that commenced on March 26, 2021 and ended on May 5, 2022, the Authority is considering the implementation of various fare structure changes that include elimination of the \$0.25 ConnectCard stored value discount, elimination of the \$1.00 transfer charge and introduction of rolling monthly and weekly passes that, if approved, will take effect on July 1, 2021, or as soon thereafter as deemed feasible based upon necessary ConnectCard software changes (FY 2022 Fare Structure Changes).

**WHEREAS**, in compliance with applicable FTA regulations and Program, the Authority has completed a Title VI analysis (Title VI Analysis) of the proposed FY 2022 Fare Structure Changes, which is attached to this resolution as Exhibit A. As more fully detailed in Title VI Analysis, FY 2022 Fare Structure Changes will not have a disparate impact on minority populations or put a disproportionate burden on low-income populations. Accordingly, there are no mitigation actions needed in order to proceed with implementation of FY 2022 Fare Structure Changes.

**NOW, THEREFORE BE IT RESOLVED**, that the Board hereby approves and adopts for the Authority Title VI Analysis for FY 2022 Fare Structure Changes attached to this resolution as Exhibit A.

**FURTHER RESOLVED**, that the chief executive officer, chief financial officer, chief strategy officer, controller, chief communications officer and/or chief development officer be, and hereby are, authorized and directed to take any and all actions necessary and proper to carry out the purpose and intent of this resolution.

EXHIBIT A



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Port Authority

# Title VI Fare Equity Analysis

Delivered on: June 11, 2021

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Prepared by Four Nines Technologies



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## I. Executive Summary

In order to comply with guidance associated with the federal Civil Rights Act of 1964 and Port Authority's Title VI Program adopted in accordance with FTA Circular 4702.1B, Port Authority must conduct a Fare Equity Analysis when contemplating fare policy and/or fare structure changes to ensure that the proposed changes would not result in either Disparate Impacts to minority riders or a Disproportionate Burden to low-income riders. The fare structure change recommendations being presented to Port Authority's Board by Port Authority management are the basis of this Fare Equity Analysis.

The Average Fare Analysis and Fare Media Access Analysis did not find that the proposed fare structure changes would result in a Disparate Impact on minority riders or Disproportionate Burden on low-income riders. While the Fare Media Access Analysis did not find a Disparate Impact or Disproportionate Burden, it did highlight the importance for Port Authority to continue to improve access to ConnectCard locations. It will be important for the Port Authority to continue to strive to improve access to fare media not only for all riders but in particular minority and low-income riders. Efforts by Port Authority's multi-department Fare Choices Working Group will be integral to this effort to improve access.

Given that there were no findings of Disparate Impact or Disproportionate Burden, no mitigations are needed to proceed with implementation of the proposed fare structure changes.

## II. Overview of the Proposed Fare Structure Changes

In 2019, Port Authority began a comprehensive review of Port Authority's fare policy and fare structure. The study is being conducted in three phases: fare structure review, fare strategy alternatives, and recommendation.

Based on Four Nines' analysis, Port Authority management presented recommendations for proposed fare structure changes to Port Authority's Board and received authorization to proceed through a formal public comment period concerning the proposed changes. The public comments received and this Title VI analysis report were used to inform management on the recommendations to be presented to the Board at the Board's June 2021 meeting to implement final recommended fare structure changes as soon as technically and administratively feasible in fiscal year 2022 (FY 2022) that begins on July 1, 2021 and ends on June 30, 2022.

If the current recommendations remain unmodified, which are referred to in this report as the FY 2022 Proposed Fare Structure Changes, the changes will include:

- Create a 3-hour pass priced at \$2.75 by eliminating the \$1 transfer charge and \$0.25 ConnectCard stored value discount; and
- Introduce rolling weekly and monthly passes (i.e., 7-day and 31-day passes) in place of calendar passes (except preserving calendar passes for Job Perks program participants).

Port Authority is guided by its Board Fare Adjustment Policy. While Port Authority's Fare Adjustment Policy does not establish a set frequency for fare reviews, it does establish the Authority's goals, objectives, and methodology. Port Authority's goals and objectives are as followed:

- Provide a framework for determining the need for an increase in fares
- Offer increased transparency regarding decisions related to our fare structure

- Communicate any fare increase needed to maintain current service levels with customers and the general public
- Assist in providing greater financial stability
- Ensure fare equity is recognized
- Maintain a satisfactory fare recovery level
- Ensure fares keep pace with inflation by systematically and periodically reviewing fares and adjusting them in accordance to the methodology

Specifically, for this study, Port Authority would also like to ensure that changes made emphasize simplicity and ease of use, fairness, reflection of value of service, competitive rates for choice riders, as well as equitable and efficient use of public resources.

### III. Title VI Overview

Title VI of the Civil Rights Act of 1964, Section 601 states:

“No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

It is Port Authority’s objective to avoid, minimize, or mitigate disproportionately high and adverse impacts on minority and low-income populations. As a recipient of financial assistance from the Federal Transit Administration (FTA), Port Authority is required to comply with Title VI of the Civil Rights Act of 1964 and its own Title VI Program adopted in accordance with same by evaluating major service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including Disparate Impacts on minority populations and/or Disproportionate Burdens on low-income populations.

According to the Federal Department of Transportation, equity in the provision of transit service is described as “providing equal levels of service to minority and non-minority residents of the urbanized area. Levels of service, in turn, are defined in terms of capital allocation and accessibility.”<sup>1</sup> The metrics of discrimination that could be monitored for disparate treatment include fare structures that could consistently cause minority-group riders to bear a higher fare burden than the overall riding public, access to specialized fare media, or methods of communication to populations with Limited English Proficiency. However, a Title VI Equity Analysis should not replace good program planning, which should be an on-going process that considers equity among other factors when designing fare changes, service changes, or discretionary policies and programs.

### IV. Port Authority Service and Fare Equity Policy

The Federal Transit Administration (FTA) requires that transit agencies assess whether a proposed fare change or major service change would have a “Disparate Impact” on minority populations, or “Disproportionate Burden” on low-income populations, under Title VI of the Civil Rights Act of 1964, Title 49 C.F.R. Section

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<sup>1</sup> Transit Cooperative Research Program, Legal Research Digest: “The Impact of Civil Rights Litigation Under Title VI and Related Laws on Transit Decision Making”, TCRP Project J-5, Washington, D.C. June 1997

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21.5(b)(2) and (b)(7), and Appendix C to Title 49 C.F.R. part 21. Pursuant to FTA Circular 4702.1B, FTA requires fixed route public transit agencies to clearly establish, with input through a public engagement process, threshold definitions for measuring Disparate Impacts and Disproportionate Burdens.

To comply with FTA Circular 4702.1B, on November 20, 2015, Port Authority Board adopted the Disparate Impact and Disproportionate Burden Analysis Policy for Major Service Changes or Fare Changes. The latest amendment was implemented December 8, 2017 and incorporated into Port Authority's Title VI Program. Port Authority's Policy is included as Appendix A.

This Policy is to be used by the Port Authority of Allegheny County (Authority) for analysis of proposed fare changes and major service changes. It establishes threshold standards for evaluating the equity impacts and the distribution of benefits and burdens caused by any fare change or major service change.

The Policy establishes a statistical threshold to determine whether minority and low-income riders would be disproportionately impacted by the adverse effects of a change between an existing fare and a proposed fare. The threshold is defined as the impact of any change that results in a minority population bearing adverse effects that are 20 percent more than the adverse effects borne by the non-minority population. For low-income populations, the Disproportionate Burden threshold is defined as the impact of any change that results in a low-income population bearing adverse effects that are 20 percent more than the adverse effects borne by the non-low-income population. The thresholds also apply if the gain (benefit) among non-minority or non-low-income populations is 20 percent more than the benefits for minority or low-income populations. When these conditions are established, a Disparate Impact or Disproportionate Burden exists. This threshold is based on the cumulative impact of the proposed service or fare change.

Port Authority defines a Fare Change as any increase or decrease of fares, whether applicable to the entire transit system, or on certain transit modes, or by fare payment type or fare media. The definition of Fare Change does not include instances where all passengers ride free, or to temporary fare reductions that are mitigating measures for other activities such as construction, or to promotional fare reductions, so long as the temporary fare reduction or promotional reduction does not last longer than six months.

Prior to adopting a fare structure or price change, Port Authority must conduct a fare equity analysis and analyze specific elements of the proposed structure, along with the recommended pricing schema, to determine whether the changes would result in impacts that exceed the threshold established by the Policies. For fare changes, adverse effects could include an increase in cost or a reduction in accessibility of fare media. The analysis contained within this report uses Port Authority's adopted thresholds for determining Disproportionate Burden and Disparate Impacts.

Should the fare equity analysis show that the proposed fare structure change results in a Disparate Impact or Disproportionate Burden, alternatives should be considered to avoid, minimize, and mitigate the discriminatory results of the proposed fare change. However, if the mitigations do not minimize adverse effects, the equity analysis must demonstrate a substantial legitimate justification or must be demonstrated that there were no comparably effective alternatives that would result in fewer adverse impacts.

## V. Fare Equity Analysis Methodology

The typical measure of Disparate Impact or Disproportionate Burden involves a comparison between the proportion of persons in the protected class (i.e., minority or low income populations) who are adversely affected by the service or fare change and the proportion of persons not in the protected class (i.e., non-minority or non-low income) who are adversely affected.<sup>2</sup>

Based on the Federal Guidance, the transit provider shall—

- (i) Determine the number and percent of users of each fare media being changed;
- (ii) Review fares before the change and after the change;
- (iii) Compare the differences for each particular fare media between minority users and overall users; and
- (iv) Compare the differences for each particular fare media between low-income users and overall users.<sup>3</sup>

Depending upon the nature of the Major Service Change or Fare Change, the Authority may elect to establish comparison populations based upon either ridership data or the population data of a service area. Justification for selection of a ridership data comparison or a service area population comparison must be documented. When utilizing population data of a service area, the choice of a dataset shall be the smallest geographic area that reasonably has access to a transit stop or station. The Authority will document the techniques and technologies utilized to collect the ridership or population data utilized for the service equity analysis. For determining the impacts of fare changes, the Federal Guidance states that the use of census data is not effective as it is impossible to determine the fare payment method. For this Title VI report, the Average Fare Analysis relies on fiscal year 2019 farebox data by fare payment method and the 2014 Rider Profile/Satisfaction Survey. The Fare Media Access Analysis uses American Community Survey (ACS) data at the block group level.

The equity analysis compares the existing service or fare to proposed changes and calculates the absolute change as well as the percent change. Utilizing the Disparate Impact Threshold, a determination will be made as to whether the Major Service Change or Fare Change will result in Adverse Effects that are disproportionately borne by the Minority Population.

For purposes of this analysis, Four Nines have assumed that the difference in the adverse effects absorbed by minority and low-income persons as a result of any fare change shall not be greater than 20% when compared to non-minority and non-low-income groups.

For the fare equity analysis, adverse effects include an increase in cost or a reduction in accessibility of fare media. The analysis contained within this report uses these thresholds for determining Disproportionate Burden and Disparate Impacts.

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<sup>2</sup> Federal Circular: C4702.1B Chap IV-10

<sup>3</sup> Federal Circular C4702.1B Chap. IV-19

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## Average Fare Analysis Methodology

For the Average Fare Analysis, the effects of a fare structure change are examined for Disparate Impact by comparing average weighted fares, calculated by combining the number of minority and non-minority riders using each fare option and the per ride change in that fare. Any difference in the percent change of the average fare of +/-20% between the two groups will signal a Disparate Impact. Likewise, the Authority tests potential fare changes for a Disproportionate Burden on low-income riders. Once again, the effects of a fare structure are examined by comparing the average weighted fare, calculated by combining the number of low-income and non-low-income riders using each fare option and the per ride change in that fare. Any difference in the percent change of the average weighted fare of +/-20% between these two groups will likewise signal a Disproportionate Burden.

The Average Fare Analysis uses the Four Nines Fare Model baseline data in order to forecast specific revenue impacts associated with changes in each fare category. Combined with the data contained in the 2014 Rider Profile/Satisfaction Survey, the information generated by the Four Nines Fare Model is further disaggregated by low-income/non-low-income and minority/non-minority within each fare category. This produces an "Average Fare" on a systemwide level as well as for each fare payment method — both existing and proposed.

The Average Fare Analysis also provides the percentage change between the existing and proposed fare structures by fare type, and by low-income/non-low-income and minority/non-minority, to assess whether the proposed fare changes will fall within the thresholds established by Port Authority for a Disproportionate Burden and Disparate Impact.

### Data Use

The Four Nines Fare Model, which was calibrated by using Port Authority's ridership data recorded by the farebox and estimated average fare per boarding, has been used for the Average Fare Analysis. The model assesses the ridership and revenue impacts of a fare change based on projected ridership and payment methods. While the Average Fare Analysis includes the estimated boardings in the Rail Free Zone, the manual adjustment to the farebox data to align with reported ridership based on Automatic Passenger Counters (APCs) installed on buses is excluded from the analysis.

Four Nines used Port Authority's 2014 Rider Profile/Satisfaction Survey to examine demographic data and fare payment behavior. Although Port Authority is required under C4702.1B to conduct a survey every five years, the 2014 Rider Profile/Satisfaction Survey represents the most current rider survey available, as the COVID-19 pandemic and necessary safety protocols adopted in response to same had delayed conducting a new survey. For purposes of the Fare Equity Analysis, ethnicity and income characteristics for the average fare change analysis are based upon the survey results disaggregated by fare payment method and transfer behavior, and then applied to ridership data.

The onboard survey data has some limitations due to low response rates for some fare payment methods. Given the multitude of fare payment methods, data for some of the less frequently used fare payment methods is limited. The sample is not large enough to provide confidence at a fare payment method level. Further, some fare payment methods, such as day pass, were not included on the survey, while others were grouped, such as "disability or half-fare pass." The Average Fare Analysis attempts to address the limitation of the data by using demographics for similar fare payment methods.

In addition to limited data on some fare payment methods, the survey was conducted prior to the 2017 fare change, which eliminated the Zone 2 fare, discontinued paper transfers, and introduced a stored value discount by raising the Zone 1 cash fare. Given the changes, the survey overstates cash usage, and it is expected that the fare payment method for riders may have changed following the 2017 fare change.

As a result, the following demographic assumptions were used in the fare equity analysis:

- Demographics for Half Fare payment methods followed the demographics for “Disability or half-fare pass,” which does not differentiate based on the specific fare payment method (e.g., cash, stored value, weekly pass, monthly pass).
- Demographics for Day Pass followed the demographics for “Tickets,” as the access to the fare media is similar in nature to the Day Pass.
- Demographics for the category “Short Fare” in which riders do not pay their entire cash fare followed the demographics for “cash,” as that is the fare payment method in which riders did not pay the entire fare.

## Fare Media Access Analysis

The proposed fare structure changes would require riders to have access to obtain and reload a ConnectCard, or purchase a Connectix to be able to access the advantages of the proposed fare structure changes. Cash riders would not be impacted by the proposed changes, and they would continue to have the option to pay cash.

To determine whether equity issues exist related to the existing ConnectCard vendor and ticket vending machine (TVM) network, a Geographic Information System (GIS) map-based analysis was completed to assess low-income and minority riders’ access to a ConnectCard vendor.

Port Authority conducted the Fare Media Access Analysis by mapping the locations of the vendors and TVMs, overlaid on the minority and low-income populations within the service-walkshed. Port Authority compared the percentages of minority/low-income populations with access to a ConnectCard location to the percentages of non-minority/non-low-income populations with access. Access to a ConnectCard location was defined as a half-mile buffer around a ConnectCard location.

The following are the steps undertaken by Port Authority in determining population within the service walkshed with and without access to a ConnectCard location:

1. Created map using Census block group level data from the American Community Survey (ACS)
2. Mapped Port Authority’s bus, busway, and light rail stop locations.
3. Created a buffer around the stops to designate the service walkshed (¼ mile buffer for fixed route bus stops; ½ mile buffer for busway and light rail stops).
4. Selected the Census block groups where the centroid of the block group falls within the buffer to determine block groups within the service walkshed. The populations in these block groups are deemed to be within the service walkshed.
5. Mapped ConnectCard locations, including vendor locations, TVMs, and Port Authority Service Center.
6. Created a ½ mile buffer around the ConnectCard locations.

7. Selected the Census block groups where the centroid of the block group falls within the buffer to determine block groups with access to ConnectCard location within ½ of a mile. The populations in these block groups are deemed to have access to a ConnectCard location.
8. In the selected Census block groups for the service walkshed and the selected Census block groups with access to a ConnectCard location, identified the total overall, minority, non-minority, low-income, and non-low-income populations.
9. Calculated the percentage of minorities with access to a ConnectCard location by dividing the minority population with access by the total minority population in the service-walkshed and did the same for the non-minority, low-income, non-low-income, and overall populations.
10. Compared the difference (percentage points) in the percentage of minorities with access to the percentage of non-minorities with access and did the same for the low-income and non-low income populations.
11. Compared the difference to the 20% threshold for adverse effects established in Port Authority's Disparate Impact and Disproportionate Burden Policy.

### Data Use

The Fare Media Access Analysis relies on use of the American Community Survey (ACS) 2018 5-year dataset from the U.S. Census to assess minority and low-income status. ACS data was used at the block group level.

The analysis also used bus, busway, and light rail stops to determine block groups within Port Authority's service walkshed and used vendor and TVM locations to identify block groups with access to ConnectCard locations.

## VI. Ridership Demographics Overview

The following provides an overview of Port Authority's systemwide ridership taken from the 2014 Rider Profile/Satisfaction Survey, which is the most recent onboard survey.

These demographic statistics have been considered in the development of the proposed fare structure changes in order to minimize or avoid the potential for changes to result in a Disproportionate Burden on low-income riders or Disparate Impacts on minority riders.

### Ethnicity Assumptions

For purposes of the Fare Equity Analysis, minority populations are those who have not identified themselves as only "White/Caucasian" on the 2014 Rider Profile/Satisfaction Survey. These categories include:

- (1) Black/African American, which refers to people having origins in any of the Black racial groups of Africa.
- (2) Hispanic/Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- (3) East Asian/Chinese/Japanese, which refers to people having origins in any of the original peoples of the Far East or Southeast Asia, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, the Philippine Islands, Thailand, and Vietnam.
- (4) West Asian/Indian/Egyptian, which refers to people having origins in any of the original peoples of the Middle East or the Indian subcontinent, including, for example, Turkey, Pakistan, and Egypt.

- (5) Native American/American Indian/Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- (6) Native Hawaiian/Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- (7) Other, not included above.

## Income Assumptions

Port Authority does not have a specific income threshold to define low income. In the 2016 Title VI Fare Equity Analysis for the 2017 fare change, Port Authority defined a low-income person as any person living in a household making less than \$25,000 per year. This equates to just over 100% of the 2014 federal poverty guidelines as defined by the U.S. Department of Health and Human Services (HHS), shown in Table 1, and corresponds to two income categories in the Onboard Survey, as indicated in Table 2.

**Table 1: 2014 HHS Poverty Guidelines**

Persons in Family/Household	Poverty Guideline
1	\$11,670
2	\$15,730
3	\$19,790
4	\$23,850
5	\$27,910
6	\$31,970
7	\$36,030
8	\$40,090
For families/households with more than 8 persons, add \$4,060 for each additional person.	

**Table 2: 2014 Rider Profile/Satisfaction Survey Income Categories**

2014 Rider Profile/Satisfaction Survey
Under \$15,000
\$15,000 - \$24,999
\$25,000 - \$34,999
\$35,000 - \$49,999
\$50,000 - \$74,999
\$75,000 - \$99,999
\$100,000 or more

Where Census data is used for determining low-income status, such as for the Fare Media Access Analysis, a low-income household is defined as a household whose median household income is at or below the HHS poverty guidelines.

## Ridership Demographics

To support the Fare Equity analysis, we performed cross-tabulations of the survey data to develop a breakdown of fare payment by minority and low-income riders, versus non-minority and non-low-income riders, as shown in the figures below.

Figures 1 and 2 provide a systemwide overview on ethnicity and income. For purposes of the analysis, and in this review, minority status is characterized as anyone who responded to anything other than “White/Caucasian.” Low income status includes those making below \$25,000. The proportion of low-income riders is notable - almost one third of Port Authority’s riders are considered low income.

Figure 1: Ridership Income

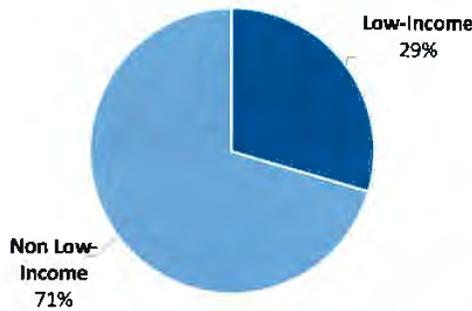
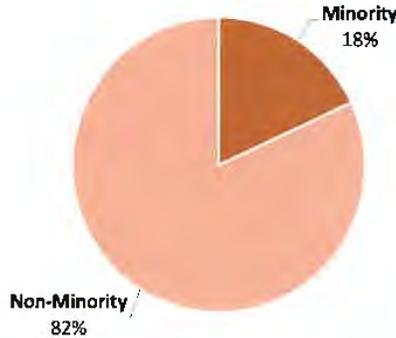


Figure 2: Ridership Minority Status



Source: 2014 Rider Profile/Satisfaction Survey

We also reviewed the relationship between fare payment method and income and ethnicity as we recognize that various fare changes may impact some protected groups more than others. Table 3 presents the fare payment method by minority and income status, while Table 4 presents the percentage of minority and low-income ridership by fare payment method.

Table 3: Fare Payment Method

Fare Product	Overall	Minority	Non-Minority	Low-Income	Non-Low-Income
Cash	14%	17%	13%	18%	12%
Stored Value	23%	16%	24%	12%	27%
Tickets	3%	3%	3%	2%	3%
Weekly Pass	9%	17%	7%	15%	6%
10-Trip Pass	1%	0%	1%	1%	1%
Monthly Pass	28%	23%	29%	22%	30%
Annual Pass	2%	2%	2%	1%	2%
Senior Pass	2%	1%	2%	2%	1%
Disability and Half-Fare Pass	2%	4%	1%	5%	1%
Student ID	14%	14%	13%	21%	11%
Other	5%	3%	5%	1%	6%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Note: columns may not sum to 100% due to rounding

**Table 4: Minority and Income Status by Fare Payment Method**

Fare Type	Minority	Non-Minority	Total	Low-Income	Non- Low-Income	Total
Cash	23%	77%	<b>100%</b>	39%	61%	<b>100%</b>
Stored Value	13%	87%	<b>100%</b>	15%	85%	<b>100%</b>
Tickets	20%	80%	<b>100%</b>	23%	77%	<b>100%</b>
Weekly Pass	37%	63%	<b>100%</b>	50%	50%	<b>100%</b>
10-trip Pass	6%	94%	<b>100%</b>	20%	80%	<b>100%</b>
Monthly Pass	15%	85%	<b>100%</b>	24%	76%	<b>100%</b>
Annual Pass	19%	81%	<b>100%</b>	23%	77%	<b>100%</b>
Senior Pass	12.5%	87.5%	<b>100%</b>	41%	59%	<b>100%</b>
Disability and Half-Fare Pass	41%	59%	<b>100%</b>	76%	24%	<b>100%</b>
Student ID	19%	81%	<b>100%</b>	45%	55%	<b>100%</b>
Other	10%	90%	<b>100%</b>	7%	93%	<b>100%</b>
<b>Overall</b>	<b>18%</b>	<b>82%</b>	<b>100%</b>	<b>29%</b>	<b>71%</b>	<b>100%</b>

Given the replacement of paid transfers with a 3-hour pass, we analyzed transfer behavior by minority and income status. The analysis revealed that minority riders and low-income riders are more likely to transfer to complete a trip (31% of minority riders versus 18% of non-minority riders and 35% of low-income riders versus 14% of non-low-income riders). Consequently, the proposed change to replace paid transfers with a 3-hour pass would benefit low-income and minority riders more. Table 5 presents the proportion of riders who transfer and those who don't transfer by minority and income status.

**Table 5: Transfer/No Transfer by Minority and Income Status**

Transferring	Overall	Minority	Non-Minority	Low-Income	Non-Low-Income
% riders who do transfer	20%	31%	18%	35%	14%
% riders who do not transfer	80%	69%	82%	65%	86%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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## VII. Fare Study Proposal Summary

Port Authority contracted Four Nines Technologies to conduct a review of Port Authority's fare policy and fare structure in February 2019. The project was initiated in the summer of 2019 with a review of Port Authority's fare system and a comparison to peer agencies. In the fall of 2019, a fare strategies workshop was conducted with staff to explore potential fare strategies for further evaluation. The Four Nines Fare Model was calibrated in the winter of 2019-2020 with fiscal year 2019 (FY 2019) ridership and fare revenue data.

The COVID-19 pandemic impacted the timeline for evaluation of fare strategies. The evaluation of fare strategies was deferred until summer of 2020 to gain a better understanding of the impacts of COVID-19 on Port Authority's ridership and fare revenue. Due to the impacts of COVID-19 and uncertainty of post-pandemic travel patterns, the analysis of certain fare strategies has been postponed until there is more certainty about how ridership will return and the ability to attract new riders. At the same time, the pandemic has elevated the importance of certain fare strategies that had been identified for further evaluation prior to the pandemic.

In developing the recommendations, Port Authority staff sought changes to the fare structure to provide meaningful benefits to riders, especially as riders may be facing financial hardships caused by the ongoing COVID-19 pandemic.

The proposed fare structure change recommendations include:

- Create a 3-hour pass priced at \$2.75 by eliminating the \$1 transfer charge and \$0.25 ConnectCard stored value discount; and
- Introduce rolling weekly and monthly passes (i.e., 7-day and 31-day passes) in place of calendar passes (except preserving calendar passes for Job Perks program participants).

The 3-hour pass and rolling weekly and monthly passes (i.e., 7-day and 31-day passes) are intended to provide additional flexibility to riders while removing financial penalties associated with needing to transfer to complete a one-way trip. These fare structure changes will have minimal financial impact today and into the future, while providing riders with usable fare products to respond to their immediate needs and helping to recapture and attract new ridership post-pandemic. Removing the financial penalty associated with paid transfers also presents new opportunities as Port Authority seeks to improve the transfer experience for riders as well as its service design to be more responsive to travel demands while managing operating costs and increasing operational efficiencies. The elimination of the stored value discount also enables the Port Authority to establish a more equitable fare system by aligning the cash and stored value fares as well as minimize fare revenue loss.

Table 6 lists the proposed fare structure changes by fare payment method.

**Table 6: Fare Structure Changes Proposed**

<b>Current Product</b>	<b>Price</b>	<b>Proposed Product</b>	<b>Price</b>
Stored Value Full Fare	\$2.50	Stored Value Full Fare	\$2.75
Stored Value Half Fare	\$1.25	Stored Value Half Fare	\$1.35
Single Trip	\$2.50	Eliminated	N/A
Single Trip w/Transfer	\$3.50	Eliminated	N/A
	Currently not available	3 Hour Pass Full Fare	\$2.75
	Currently not available	3 Hour Pass Half Fare	\$1.35
Day Pass	\$7	Day Pass	\$7
10 Trip Full Fare Pass	\$25.00	Eliminated	N/A
10 Trip Half Fare Pass	\$12.50	Eliminated	N/A
Electronic Transfers	\$1.00	Eliminated	N/A
Calendar Weekly Full Fare	\$25	Calendar Weekly Full Fare*	\$25
Calendar Weekly Half Fare	\$12.50	Calendar Weekly Half Fare*	\$12.50
	Currently not available	7 Day Pass Full Fare	\$25
	Currently not available	7 Day Pass Half Fare	\$12.50
Calendar Monthly Full Fare	\$97.50	Calendar Monthly Full Fare*	\$97.50
Calendar Monthly Half Fare	\$48.75	Calendar Monthly Half Fare*	\$48.75
	Currently not available	31 Day Pass Full Fare	\$97.50
	Currently not available	31 Day Pass Half Fare	\$48.75
Annual Pass	\$1,072.50	Annual Pass	\$1,072.50
Connect Card Fee	\$1	Connect Card Fee	\$1
<b>Incline Tickets:</b>			
Single Trip Full Fare	\$2.50	Eliminated	N/A
Kids Single Trip	\$1.25	Eliminated	N/A
3 Hour Round Trip Full Fare	\$3.50	3 Hour Round Trip Full Fare	\$2.75
3 Hour Round Trip Kids Fare	\$1.75	3 Hour Round Trip Kids Fare	\$1.35
Transit Day Round Trip Full Fare	\$5	Eliminated	N/A
Kids Transit Day Round Trip	\$2.50	Eliminated	N/A

**Notes:** \* Available via corporate web portal only

## VIII. Fare Proposal Outreach

### Public Outreach Overview

As required by board and federal policies for adjusting fares, public engagement opportunities must be provided in advance of a final recommendation to the Board in accordance with Port Authority's Communication and Public Participation Plan. Port Authority must provide adequate opportunities for users, residents, and other stakeholders to provide feedback on the proposed adjustment. Port Authority's staff received authorization from the Board to initiate public comment at Port Authority's Board meeting on March 26, 2021. The public comment process was open from March 26 to May 5, 2021.

Port Authority held a Question and Answer session and a series of three (3) online public hearings to inform the Authority's riders of the proposed fare structure changes and solicit feedback on the proposal. The Question and Answer session and the public hearings were conducted online through Microsoft Teams with a phone dial-in option to assist those without reliable internet connections. Public comments and testimonies were collected. Oral testimonies were limited to three minutes per speaker. All hearings were recorded and were transcribed by a court reporter and made part of Port Authority's official records. The Questions and Answer session was conducted on Thursday, April 15 from 6:00 PM to 7:30 PM. The dates and times for the hearings held are as followed:

1. Thursday, April 22 from 1:00 PM to 4:00 PM
2. Friday, April 30 from 9:00 AM to 12:00 PM
3. Tuesday, May 4 from 4:00 PM to 7:00 PM

In addition to the online public hearings, public comments were also accepted by mail at Port Authority's Administrative Office (Heinz 57 Center, 345 Sixth Avenue, Third Floor, Pittsburgh, PA 15222), by phone with a message on a recorded line, or through Port Authority's dedicated page at [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021) from March 26 to May 5, 2021. The deadline for receipt of comments was on May 5 at 4:00 PM.

During the public outreach process, Port Authority received a total of 112 comments from the various outreach mediums. The majority of the comments, as shown in Table 7, were provided using the online form. The comments received were categorized based on one of the three proposal items: introduction of 3-hour pass, stored value fare increase/elimination of paid transfers, and introduction of rolling 7-day and 31-day passes. A breakdown of the number of comments by proposal and positive/negative is provided in Table 8.

**Table 7: Comment Tally**

Medium	Commenters
Online	72
Fare Hearing 1	16
Fare Hearing 2	6
Fare Hearing 3	11
Letters	4
Voicemail	3
<b>Total</b>	<b>112</b>

**Table 8: Comment Tally by Proposal and Positive/Negative**

Comment Medium	Introduction of 3-Hour Pass		Stored Value Fare Increase/ Elimination of Paid Transfers		Introduction of Rolling Passes	
	Positive	Negative	Positive	Negative	Positive	Negative
Online	8	3	4	36	11	0
Fare Hearing 1	1	0	2	5	2	0
Fare Hearing 2	1	0	1	3	1	0
Fare Hearing 3	1	0	0	7	0	0
Letters	2	0	0	0	1	0
Voicemail	1	0	0	1	1	0
<b>Total</b>	<b>14</b>	<b>3</b>	<b>7</b>	<b>52</b>	<b>16</b>	<b>0</b>

For each fare proposal, participants provided supplementary feedback on why they regarded the proposal as a positive or negative change. The comments are summarized below:

**Introduce a 3-hour pass available only on ConnectCard, replacing ConnectCard paid transfers**

Positive

- This change is very helpful, although limited to ConnectCard customers

Negative

- This change does not benefit cash customers who may transfer
- Customers may not be able to take advantage of 3-hour pass because travel and wait time between buses could take longer than 3 hours
- Penalizes customers who do not transfer to subsidize costs for customers who do transfer

**Increase stored value fare by \$0.25, eliminating the \$1 transfer charge and \$0.25 stored value discount**

Positive

- Supportive of free transfers on ConnectCard

Negative

- Concern about the economic hardship of a fare increase, particularly during a pandemic
- Concern about the affordability of Port Authority fares as its fares are already among the highest in the country
- Concern that the impact is more pronounced on immigrant, low-income, and disadvantaged communities
- Eliminating the stored value fare eliminates incentive for customers to switch to ConnectCard payment. Cash fares should be disincentivized since cash payments hinder efficiency; consider no change to stored value fare or increase cash fare to \$3.00
- Loss of ridership due to fare increase

- Instead of increasing stored value fare to align with cash fare for parity, decrease the cash fare to align with the stored value fare

### Introduce rolling weekly and monthly passes in place of calendar passes

#### Positive

- This change is very helpful, although limited to ConnectCard customers
- Rolling validity offers flexibility and benefits individuals who are not paid on the first of the month

Additionally, respondents provided other general fare-related comments. The themes, arranged by recurrence, are summarized below:

- **Support for Pittsburgh for Public Transit's Fair Fares initiative.** Respondents advocated for fare reduction and/or a low-income fare program targeted to accommodate the mobility needs of disadvantaged communities. EBT cards could be used as a temporary eligibility measure. This could be introduced as a pilot program to shape a more permanent program.
- **Need for increased access to fare products.** Respondents highlighted the challenge of purchasing a ConnectCard, citing gaps in Port Authority's ConnectCard retail network and TVM locations. There was a suggestion for the regular deployment of mobile retail units, and another suggestion for passes to be sold on buses
- **Explore fare-free for all riders.**
- **Interest in partnerships with local organizations and employers.** Respondents suggested Port Authority explore bulk pricing for employers and potential partnership with University of Pittsburgh Medical Center. Additionally, the Pittsburgh Food Policy Council expressed interest in working with Port Authority to develop solutions to alleviate food insecurity.
- **Reduce the cost of the monthly pass.**
- **Availability of a 2-week pass** that serves as an option that is more affordable than a monthly pass.
- **Increase the cost of the annual pass**, as individuals who can afford the upfront cost are less likely to be impacted by a cost increase.
- **Charge for parking at park-and-rides.**
- **Decriminalize fare evasion.**
- **The recommendation does not provide significant improvements for individuals who pay with cash or cannot afford the upfront cost of a pass.**

## Incorporation of Feedback into Final Recommendation

Port Authority does not propose any modifications to the proposed fare structure changes. Port Authority plans to continue to increase access to ConnectCard through the efforts of the multi-department Fare Choices Working Group, as further described within this report.

## IX. Average Fare Analysis Findings

The Average Fare Analysis uncovered no Title VI equity concerns using Port Authority’s Board adopted Disparate Impact and Disproportionate Burden Policy that is incorporated into Port Authority’s Title VI Program. While changes to some fare payment methods would result in a higher percentage change for some rider populations, the systemwide change resulted in a less than significant difference between minority/non-minority and low-income/non low income groups, which was within 20% of the policy threshold. As such, no mitigations are recommended to proceed with the implementation of the fare structure change recommendations based on the Average Fare Analysis.

### Analysis Results

The Average Fare Analysis provides a robust overview of the proposed fare structure changes. Appendix B provides the detailed tables that provide the average fare change by minority/non-minority and low-income/non low-income status. The tables include the absolute and percentage change between existing and proposed fares, and the proportion of minority and low income riders that would be affected by each fare change.

Table 7 shows the changes between existing and proposed fares. Full fare and half fare riders paying with a Connect Card Single Trip with 2+ Transfers would see the biggest change in fares, at a 56% and 58% decrease, respectively. Riders who make 1 transfer and monthly pass users would also see a decrease in fares. Due to the elimination of the stored value discount, riders who take Single Trips on the Connect Card and ConnectTix as well as 10-Trip Pass users would see a slight increase, at 10% and 8% for full fare and half fare riders, respectively. No changes would apply to cash, day pass, weekly pass, annual pass riders, as well as riders categorized as “Other”, including U-Pass, Senior Citizens, and etc.

**Table 7: Average Fare and Change**

Port Authority Fares	Average Fare		Change	
	Existing	Proposed	Absolute	Percentage
<b>Full Fare</b>				
Cash	\$2.750	\$2.750	\$0.000	0%
Connect Card Single Trip	\$2.500	\$2.750	\$0.250	10%
Connect Card Single Trip with 1 Transfer	\$1.750	\$1.375	-\$0.375	-21%
Connect Card Single Trip with 2+ Transfers	\$1.933	\$0.841	-\$1.092	-56%
ConnectTix Single Trip	\$2.500	\$2.750	\$0.250	10%
ConnectTix Single Trip with Transfer	\$1.750	\$1.375	-\$0.375	-21%
ConnectTix 10-Trip Pass	\$2.500	\$2.750	\$0.250	10%
Day Pass	\$1.939	\$1.939	\$0.000	0%
Weekly Pass	\$1.622	\$1.622	\$0.000	0%
Monthly Pass	\$2.095	\$2.056	-\$0.039	-2%
Annual Pass	\$1.906	\$1.906	\$0.000	0%
<b>Half Fare</b>				
Cash	\$1.350	\$1.350	\$0.000	0%
Connect Card Single Trip	\$1.250	\$1.350	\$0.100	8%
Connect Card Single Trip with 1 Transfer	\$0.875	\$0.675	-\$0.200	-23%
Connect Card Single Trip with 2+ Transfers	\$0.958	\$0.403	-\$0.555	-58%
Connect Card 10-Trip Pass	\$1.250	\$1.350	\$0.100	8%
ConnectTix Single Trip	\$1.250	\$1.350	\$0.100	8%

Port Authority Fares	Average Fare		Change	
	Existing	Proposed	Absolute	Percentage
Connectix Single Trip with Transfer	\$0.875	\$0.675	-\$0.200	-23%
Weekly Pass	\$0.700	\$0.700	\$0.000	0%
Monthly Pass	\$0.759	\$0.745	-\$0.014	-2%
<b>Other</b>				
U-Pass	\$1.250	\$1.250	\$0.000	0%
College Off-Peak	\$1.000	\$1.000	\$0.000	0%
Pittsburgh Public Schools on ConnectCard*	\$1.809	\$1.809	\$0.000	0%
Short Fare	\$1.980	\$1.980	\$0.000	0%
Senior Citizen - Free	\$0.000	\$0.000	\$0.000	0%
Other - Free	\$0.000	\$0.000	\$0.000	0%

Table 8 provides a systemwide view of the analysis comparing the average fare for minority riders to non-minority riders. Table C-1 provides the detailed analysis by fare payment method. Overall, for all riders, the average fare is expected to increase from \$1.555 to \$1.557, a 0.1% increase from the current average fare. For minority riders, the average fare would decrease from \$1.600 to \$1.578, a -1.4% decrease. Meanwhile, for non-minority riders, the average fare would increase from \$1.543 to \$1.551, a 0.5% increase. Using Port Authority’s Disparate Impact threshold, the fare structure changes would not represent a Disparate Impact on minority riders as the proposed fare structure changes would result in a benefit to minority riders.

**Table 8: Average Fare for Minority Riders**

Port Authority Fares	All Riders				Minority Riders				Non-Minority Riders			
	Number of Riders	Existing Fare Revenue	Proposed Fare Revenue	% of Riders	Number of Riders	Existing Fare Revenue	Proposed Fare Revenue	% of Riders	Number of Riders	Existing Fare Revenue	Proposed Fare Revenue	
<b>Total</b>	<b>55,213,807</b>	<b>\$85,848,466</b>	<b>\$85,949,230</b>	<b>Total</b>	<b>11,414,973</b>	<b>\$18,258,804</b>	<b>\$18,008,252</b>	<b>Total</b>	<b>43,798,834</b>	<b>\$67,589,662</b>	<b>\$67,940,979</b>	
<b>Average Fare All Riders</b>		<b>\$1.555</b>	<b>\$1.557</b>		<b>Minority Riders</b>	<b>\$1.600</b>	<b>\$1.578</b>		<b>Non-Minority Riders</b>	<b>\$1.543</b>	<b>\$1.551</b>	
		<b>% Change All Riders</b>	<b>0.1%</b>		<b>Minority Riders</b>		<b>-1.4%</b>		<b>Non-Minority Riders</b>		<b>0.5%</b>	

Table 9 presents the systemwide analysis comparing the average fare for low-income riders to non-low-income riders. Table C-1 provides the detailed analysis by fare payment method. For low-income riders, the average fare would decrease from \$1.498 to \$1.461, a 2.5% decrease. Non-low-income riders would increase from \$1.586 to \$1.609, a 1.5% increase. Using Port Authority’s Disproportionate Burden threshold, the fare structure changes would not represent a Disproportionate Burden on low-income riders as the proposed fare structure changes would result in a benefit to low-income riders.

**Table 9: Average Fare for Low Income Riders**

Port Authority Fares	All Riders				Low-Income Riders				Non-Low-Income Riders			
	Number of Riders	Existing Fare Revenue	Proposed Fare Revenue	% of Riders	Number of Riders	Existing Fare Revenue	Proposed Fare Revenue	% of Riders	Number of Riders	Existing Fare Revenue	Proposed Fare Revenue	
<b>Total</b>	<b>55,213,807</b>	<b>\$85,848,466</b>	<b>\$85,949,230</b>	<b>Total</b>	<b>19,445,011</b>	<b>\$29,130,789</b>	<b>\$28,407,891</b>	<b>Total</b>	<b>35,768,796</b>	<b>\$56,717,677</b>	<b>\$57,541,339</b>	
<b>Average Fare All Riders</b>		<b>\$1.555</b>	<b>\$1.557</b>		<b>Low-Income Riders</b>	<b>\$1.498</b>	<b>\$1.461</b>		<b>Non-Low-Income Riders</b>	<b>\$1.586</b>	<b>\$1.609</b>	
		<b>% Change All Riders</b>	<b>0.1%</b>		<b>Low-Income Riders</b>		<b>-2.5%</b>		<b>Non-Low-Income Riders</b>		<b>1.5%</b>	

## X. Fare Media Access Analysis Findings

The proposed fare structure changes would require a rider to have access to obtain and reload a ConnectCard or purchase a Connectix to be able to access the advantages of the changes. Cash customers would not be impacted by the proposed changes, and they would continue to have the option to pay cash.

To assess access to obtain and reload a ConnectCard/Connectix for different populations, the Fare Media Access Analysis determined the percentage of minority, non-minority, low-income, non-low-income, and overall

population within Port Authority’s service- walkshed and a half-mile of a ConnectCard location. The following tables provide comparisons of income and minority status on access to ConnectCard locations. The analysis indicates that approximately a quarter of the population within the service walkshed have access to a ConnectCard location near where they live. Riders may have additional access to a ConnectCard location at other points along their journey or near their destination.

Tables 10 and 11 provide comparisons based on minority and income status that indicate that the percentage of minority and low-income populations with access to a ConnectCard location is similar to the overall, non-minority, and non-low-income populations. The percentage point difference between minority and non-minority populations is 6%, and the percentage point difference between low-income and non-low-income populations is 3%. Both percentage point differences are within the 20% threshold established by Port Authority’s Disparate Impact and Disproportionate Burden Policy. While the Fare Media Access Analysis does not find that the proposed fare structure changes would result in a Disparate Impact or Disproportionate Burden, the analysis confirmed the importance for Port Authority to improve access to ConnectCard locations. It will be important for the Port Authority to continue to strive to improve access to fare media not only for all riders but for minority and low-income riders in particular. Efforts by the multi-department Fare Choices Working Group will be integral to this effort to improve access.

It should be noted that “total population” may vary between data sets, as ACS data represents a sample with a fairly high margin of error for income designations. Percentages were based on the relative data sets and are appropriate.

**Table 10: Access to ConnectCard Vendor or TVM by Minority Status**

Population	Total Population in Service Walkshed	Population within ½ Mile of Vendor or TVM	% of Population within ½ Mile of Vendor or TVM
Minority	169,605	34,585	20%
Non-Minority	394,872	103,670	26%
<b>Overall</b>	<b>564,477</b>	<b>138,255</b>	<b>24%</b>

**Table 11: Access to ConnectCard Vendor or TVM by Income Status**

Population	Total Population in Service Walkshed	Population within ½ Mile of Vendor or TVM	% of Population within ½ Mile of Vendor or TVM
Low-Income	97,313	20,841	21%
Non-Low-Income	444,132	106,158	24%
<b>Overall</b>	<b>541,445</b>	<b>126,999</b>	<b>23%</b>

### Fare Choices Working Group

In formulating the proposed fare structure change recommendations, Port Authority identified the need to increase access to ConnectCard locations to obtain and reload a ConnectCard or purchase a ConnectTix. Port Authority formed the cross-functional Fare Choices Working Group, comprised of members from Planning and Service Development, Finance, IT, Business Development, Marketing, and Communications Departments. The purpose of the group is to identify communities most in need of a ConnectCard location, determine potential sites in each community, and ultimately secure agreements for the installation of TVMs or Sales Outlet Terminals (SOTs) in these areas.

Using GIS technology, the group first identified census block groups with both minority and low-income populations over 150% of the Allegheny County average. That list was narrowed to communities within the Port Authority service walkshed, but not within ½ mile of any current ConnectCard location. The resulting analysis identified seven priority communities: the Hill District (City of Pittsburgh), McKeesport, McKees Rocks, North Side/Spring Garden (City of Pittsburgh), Lincoln/Lemington (City of Pittsburgh), East Wilkinsburg, and Braddock.

The group has already secured sites in the Hill District and McKeesport and is actively working on the remaining five priority communities. To aid in identifying potential sites, the group identified the locations of public buildings, such as municipal offices, libraries, and post offices. A stable, publicly-accessible government building is considered the ideal location for a TVM.

For communities with no public buildings, Port Authority is actively working to find retail partners. Group members researched retail partners of other transit agencies nationally and noted that many other agencies have partnered with Family Dollar, 7-11, and Walgreens to sell fare products. These stores all have a strong local presence in the Pittsburgh area, and a partnership with any one of these chains would dramatically expand access to Port Authority fare products.

Finally, Port Authority is concurrently launching a Mobile Ticketing Services platform. This project will extend fare product access to anyone with access to a smartphone and electronic banking services. A spring 2021 rider survey found that about 95% of riders own a smartphone and 97% have access to electronic banking services. The platform also provides a vendor web portal to allow any retailer to sell Port Authority fare products. This web portal is a much more infrastructure-light solution than installing SOTs and would allow for smaller “mom and pop” type stores to join the agency’s retail network. These options can cover any remaining outlying areas not able to be served with a TVM or SOT.

The efforts being undertaken by the Fare Choices Working Group should have meaningful impacts to increasing access to ConnectCard vendors and TVMs.

## XI. Cumulative Findings

A Fare Equity Analysis should not take the place of thoughtful planning at the earliest stages of project development. Considering the impacts that plans, programs or projects have on minority and low-income communities has been part of the early planning and development process for the study to review Port Authority’s fare policy and fare structure. The needs of the Authority have been matched with the needs of the low-income and minority communities throughout the study process to develop a balanced fare structure with equitable pricing.

While the Average Fare Analysis and Fare Media Access Analysis did not find that the proposed fare structure changes would result in a Disparate Impact on minority riders or Disproportionate Burden on low-income riders, the Fare Media Access Analysis confirmed that access to ConnectCard locations remains a challenge for Port Authority riders. Port Authority should strive to improve access to fare media not only for all riders but in particular minority and low-income riders. Efforts by the multi-department Fare Choices Working Group will be integral to this effort to improve access.

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## Appendix A: Port Authority Disparate Impact and Disproportionate Burden Policy

The following is Port Authority's Disparate Impact and Disproportionate Burden Analysis Policy for Major Service Changes or Fare Changes last amended December 8, 2017 and included in Port Authority's 2019 Title VI Program.

### PURPOSE

The Federal Transit Administration (FTA) requires that transit agencies assess whether a proposed "fare change" or "major service change" would have a "Disparate Impact" on "minority populations," or "Disproportionate Burden" on "low-income populations," under Title VI of the Civil Rights Act of 1964, Title 49 C.F.R. Section 21.5(b)(2) and (b)(7), and Appendix C to Title 49 C.F.R. part 21. Pursuant to FTA Circular 4702.1B, FTA requires fixed route public transit agencies to clearly establish, with input through a public engagement process, threshold definitions for measuring Disparate Impacts and Disproportionate Burdens.

This policy will be utilized by Port Authority of Allegheny County (Authority) for analysis of proposed fare changes and major service changes. It establishes threshold standards for evaluating the equity impacts and the distribution of benefits and burdens caused by any fare change or major service change. The Authority reserves the right to amend this policy to the extent required by future changes in the law and/or at the discretion of its Board.

### DEFINITIONS

#### Adverse Effects

A transit provider is required to define and analyze adverse effects related to major changes in transit service. Adverse Effects may include Fare Changes, reductions in service (e.g., elimination of a route, shortlining a route, rerouting an existing route, increase in headways) or even additions to service, especially if they come at the expense of reductions in service on other routes. Transit providers are required to consider the degree of Adverse Effects, and analyze those effects, when planning service changes. The Authority will define and analyze Adverse Effects related to proposed Fare Changes or Major Service Changes. The Authority will measure the loss (the adverse impact), or the gain (benefit), among Minority Populations and nonminority populations and among Low-Income Populations and non-low-income populations when conducting a service equity analysis of a proposed Major Service Change, and among minority and overall users and among low-income and overall users when conducting a fare equity analysis for any Fare Changes.

#### Disparate Impact

FTA Circular 4702.1B defines Disparate Impact as a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice

lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives, but with less disproportionate effects on the basis of race, color, or national origin.

### Disparate Impact Threshold

The Disparate Impact Threshold is defined as the impact of any Major Service Change or Fare Change that results in a Minority Population bearing Adverse Effects which are 20 percent more than the Adverse Effects borne by the non-minority population.

### Disproportionate Burden

FTA Circular 4702.1B defines Disproportionate Burden as a facially neutral policy or practice that disproportionately affects Low-Income Populations more than non-low income populations. A finding of Disproportionate Burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

### Disproportionate Burden Threshold

The Disparate Impact Threshold is defined as the impact of any Major Service Change or Fare Change that results in a Low-Income Population bearing Adverse Effects which are 20 percent more than the Adverse Effects borne by the non-low income population.

### Fare Change

A Fare Change is defined as any increase or decrease of fares, whether applicable to the entire transit system, or on certain transit modes, or by fare payment type or fare media. The definition of Fare Change does not include instances where all passengers ride free, or to temporary fare reductions that are mitigating measures for other activities such as construction, or to promotional fare reductions, so long as the temporary fare reduction or promotional reduction does not last longer than six months. A Fare Change also does not include the introduction of new fare products or fare media where those new fare products or fare media are only being added to the Authority's existing fare products or fare media versus replacing existing fare products or fare media.

### Low-Income Person/Population

FTA Circular 4702.1B defines low-income person as a person whose median household income is at or below the US Department of Health and Human Services poverty guidelines, and defines low-income population as any readily identifiable group of low-income persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient persons who will be similarly affected by a proposed FTA program, policy, or activity.

### Major Service Change

A Major Service Change is defined by the Authority as:

- addition or removal of a route;
- addition or removal of a service day for a route;

- Service changes that constitute an addition or reduction of more than 30% of the weekly trips, service hours, or service miles on a given route; or
- adding or removing more than 2,500 annual hours of service on a given route.

Any service reduction necessitated by an emergency situation or construction activity expected to last less than one year in duration is excluded from the definition of a Major Service Change.

## Minority Persons

FTA Circular 4702.1B defines minority persons to include the following five groups: 1) American Indian and Alaskan Native, 2) Asian, 3) Black or African-American, 4) Hispanic or Latino, and 5) Native Hawaiian and Other Pacific Islander.

## Minority Population

FTA Circular 4702.1B defines a Minority Population as any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations who will be similarly affected by a proposed DOT program, policy, or activity.

## DISPARATE IMPACT POLICY

The purpose of this policy is to establish protocols for determining whether a Major Service Change or Fare Change is borne disproportionately by Minority Populations. The Authority seeks to eliminate or minimize Disparate Impact upon a Minority Population as a result of a Major Service Change or Fare Change.

When a Major Service Change or Fare Change is proposed, the Authority will first define and analyze the Adverse Effects that may result from the proposed change. Upon identification of Adverse Effects, the Authority will prepare and submit a service equity analysis and/or fare equity analysis in accordance with the guidance set forth in FTA Circular 4702.1B as may be amended, for the purpose of determining whether the Major Service Change or Fare Change will have a Disparate Impact on the Minority Population. The analysis requires, utilizing the Disparate Impact Threshold, a comparison of Adverse Effects resulting from a Major Service or Fare Change as between the Minority Population and the non-minority population.

Depending upon the nature of the Major Service Change or Fare Change, the Authority may elect to establish comparison populations based upon either ridership data or the population data of a service area. Justification for selection of a ridership data comparison or a service area population comparison must be documented. When utilizing population data of a service area, the choice of a dataset shall be the smallest geographic area that reasonably has access to a transit stop or station. The Authority will document the techniques and technologies utilized to collect the ridership or population data utilized for the service equity analysis.

The equity or fare equity analysis will compare the existing service or fare to proposed changes and calculate the absolute change as well as the percent change. Utilizing the Disparate Impact Threshold, a determination will be made as to whether the Major Service Change or Fare Change will result in Adverse Effects that are disproportionately borne by the Minority Population.

If the analysis concludes that Disparate Impact will occur as a result of a Major Service Change or Fare Change, the change may be implemented only if (1) there exists a substantial legitimate justification for the proposed

service change; and (2) there exists no alternatives that would have a less Disparate Impact on the Minority Population that would still accomplish the Authority's legitimate program goals.

Should any proposed Major Service Change or Fare Change result in Disparate Impact, the Authority will consider modification of the proposed change to avoid, minimize or mitigate the Disparate Impact of such change. Once a modification has occurred to avoid, minimize or mitigate potential Disparate Impacts, the Authority will conduct an additional analysis to determine whether the modifications successfully corrected the potential Disparate Impact resulting from the changes. The Authority shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including available less discriminatory alternatives, and Senior Management and Board of the Authority shall be briefed as to the outcome of the service equity analysis and/or fare equity analysis.

## DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to determine whether or not Low-Income Populations will bear a Disproportionate Burden of a Major Service Change or Fare Change. While Low-Income Populations are not a protected class under Title VI, the analysis established under this policy is recognized as valuable for planning purposes.

When a Major Service Change or Fare Change is proposed, the Authority will first define and analyze the Adverse Effects that may result from the proposed change. Upon identification of Adverse Effects, the Authority will prepare and submit a service equity analysis and/or fare equity analysis in accordance with the guidance set forth in FTA Circular 4702.1B as may be amended, for the purpose of determining whether such planned changes will have a Disproportionate Burden on a Low-Income Population. The analysis, utilizing the Disproportionate Burden Threshold, requires a comparison of Adverse Effects resulting from a Major Service Change or Fare Change as between the Low Income Population and the non-low income population.

The equity or fare service analysis will compare the existing service or fare to proposed changes and calculate the absolute change as well as the percent change. Utilizing the Disproportionate Burden Threshold, a determination will be made as to whether the Major Service Change or Fare Change will result in Adverse Effects that are disproportionately borne by the Low-Income Population.

If the analysis concludes that Disproportionate Burden will occur as a result of a Major Service Change or Fare Change, the Authority will consider modification of the proposed change to avoid, minimize or mitigate Disproportionate Burden where practical, and the Authority should describe alternatives available to Low-Income Populations affected by the Major Service Change or Fare Change. The Authority shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including available less discriminatory alternatives, and Senior Management and Board of the Authority shall be briefed as to the outcome of the service equity analysis and/or fare equity analysis.

*Adopted via Board Resolution: 11/20/2015*

*Amended via Board Resolution: 12/8/2017*

# Appendix B-1 through B-2: Detailed Average Fare Analysis Tables

## Appendix B-1: Average Fare Analysis – Minority

Port Authority Fares	Average Fare		Change		% of Riders	Minority Riders			Non-Minority Riders			
	Existing	Proposed	Absolute	Percentage		Number of Riders	Existing Fare Revenue	Proposed Fare Revenue	% of Riders	Number of Riders	Existing Fare Revenue	Proposed Fare Revenue
<b>Full Fare</b>												
Cash	\$2.750	\$2.750	\$0.000	0%	23%	573,482	\$1,577,076	\$1,577,076	77%	1,946,079	\$5,351,717	\$5,351,717
Connect Card Single Trip	\$2.500	\$2.750	\$0.250	10%	12%	862,193	\$2,155,483	\$2,371,031	88%	6,087,082	\$15,217,705	\$16,739,476
Connect Card Single Trip with 1 Transfer	\$1.750	\$1.375	-\$0.375	-21%	21%	324,641	\$568,122	\$446,381	79%	1,252,186	\$2,191,326	\$1,721,756
Connect Card Single Trip with 2+ Transfers	\$1.933	\$0.841	-\$1.092	-56%	21%	65,527	\$126,664	\$55,108	79%	252,745	\$488,556	\$212,559
ConnectTix Single Trip	\$2.500	\$2.750	\$0.250	10%	13%	80,884	\$202,210	\$222,431	87%	550,009	\$1,375,023	\$1,512,525
ConnectTix Single Trip with Transfer	\$1.750	\$1.375	-\$0.375	-21%	45%	456,496	\$798,868	\$627,682	55%	547,795	\$958,641	\$753,218
ConnectTix 10-Trip Pass	\$2.500	\$2.750	\$0.250	10%	6%	10,020	\$25,050	\$27,555	94%	150,299	\$375,748	\$413,322
Day Pass	\$1.939	\$1.939	\$0.000	0%	45%	217,407	\$421,552	\$421,552	55%	260,888	\$505,862	\$505,862
Weekly Pass	\$1.622	\$1.622	\$0.000	0%	37%	3,296,046	\$5,346,187	\$5,346,187	63%	5,727,554	\$9,290,093	\$9,290,093
Monthly Pass	\$2.095	\$2.056	-\$0.039	-2%	15%	1,444,568	\$3,026,370	\$2,969,422	85%	8,179,869	\$17,136,826	\$16,814,358
Annual Pass	\$1.906	\$1.906	\$0.000	0%	19%	79,110	\$150,784	\$150,784	81%	346,107	\$659,680	\$659,680
<b>Half Fare</b>												
Cash	\$1.350	\$1.350	\$0.000	0%	41%	104,162	\$140,619	\$140,619	59%	148,802	\$200,883	\$200,883
Connect Card Single Trip	\$1.250	\$1.350	\$0.100	8%	30%	71,594	\$89,493	\$96,652	70%	167,052	\$208,815	\$225,520
Connect Card Single Trip with 1 Transfer	\$0.875	\$0.675	-\$0.200	-23%	46%	155,722	\$136,257	\$105,112	54%	184,035	\$161,031	\$124,224
Connect Card Single Trip with 2+ Transfers	\$0.958	\$0.403	-\$0.555	-58%	46%	69,218	\$66,311	\$27,895	54%	81,803	\$78,367	\$32,967
Connect Card 10-Trip Pass	\$1.250	\$1.350	\$0.100	8%	30%	286	\$358	\$386	70%	666	\$833	\$899
ConnectTix Single Trip	\$1.250	\$1.350	\$0.100	8%	30%	1,596	\$1,995	\$2,155	70%	3,723	\$4,654	\$5,026
ConnectTix Single Trip with Transfer	\$0.875	\$0.675	-\$0.200	-23%	46%	8,016	\$7,014	\$5,411	54%	9,473	\$8,289	\$6,394
Weekly Pass	\$0.700	\$0.700	\$0.000	0%	41%	101,493	\$71,045	\$71,045	59%	144,989	\$101,492	\$101,492
Monthly Pass	\$0.759	\$0.745	-\$0.014	-2%	41%	250,708	\$190,287	\$186,707	59%	358,154	\$271,839	\$266,724
<b>Other</b>												
U-Pass	\$1.250	\$1.250	\$0.000	0%	19%	1,674,256	\$2,092,820	\$2,092,820	81%	7,289,991	\$9,112,489	\$9,112,489
College Off-Peak	\$1.000	\$1.000	\$0.000	0%	19%	9,316	\$9,316	\$9,316	81%	40,566	\$40,566	\$40,566
Pittsburgh Public Schools on ConnectCard*	\$1.809	\$1.809	\$0.000	0%	19%	155,007	\$280,408	\$280,408	81%	674,928	\$1,220,945	\$1,220,945
Short Fare	\$1.980	\$1.980	\$0.000	0%	23%	391,171	\$774,519	\$774,519	77%	1,327,417	\$2,628,286	\$2,628,286
Senior Citizen - Free	\$0.000	\$0.000	\$0.000	0%	13%	570,045	\$0	\$0	88%	3,990,316	\$0	\$0
Other - Free	\$0.000	\$0.000	\$0.000	0%	10%	442,009	\$0	\$0	90%	4,076,306	\$0	\$0
<b>Total</b>					<b>Total</b>	<b>11,414,973</b>	<b>\$18,258,804</b>	<b>\$18,008,252</b>	<b>Total</b>	<b>43,798,834</b>	<b>\$67,589,662</b>	<b>\$67,940,979</b>
<b>Average Fare All Riders</b>									<b>Minority Riders</b>		<b>\$1.543</b>	<b>\$1.551</b>
<b>% Change All Riders</b>									<b>Minority Riders</b>			<b>0.5%</b>

Notes: Average fare analysis based on ridership recorded by the farebox and estimated average fare per boarding  
 \* Pittsburgh Public Schools began transition to ConnectCard in FY2019. Only a subset of these students could be separated from other passholders.

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**Appendix B-2: Average Fare Analysis – Low Income**

Port Authority Fares	Average Fare		Change		% of Riders	Low-Income Riders				Non Low-Income Riders			
	Existing	Proposed	Absolute	Percentage		Number of Riders	Existing Fare Revenue	Proposed Fare Revenue	% of Riders	Number of Riders	Existing Fare Revenue	Proposed Fare Revenue	
<b>Full Fare</b>													
Cash	\$2.750	\$2.750	\$0.000	0%	39%	973,695	\$2,677,661	\$2,677,661	61%	1,545,866	\$4,251,132	\$4,251,132	
Connect Card Single Trip	\$2.500	\$2.750	\$0.250	10%	12%	819,754	\$2,049,385	\$2,254,324	88%	6,129,521	\$15,323,803	\$16,856,183	
Connect Card Single Trip with 1 Transfer	\$1.750	\$1.375	-\$0.375	-21%	55%	860,087	\$1,505,152	\$1,182,620	45%	716,740	\$1,254,295	\$985,518	
Connect Card Single Trip with 2+ Transfers	\$1.933	\$0.841	-\$1.092	-56%	55%	173,603	\$335,575	\$146,000	45%	144,669	\$279,645	\$121,667	
ConnectTix Single Trip	\$2.500	\$2.750	\$0.250	10%	11%	70,099	\$175,248	\$192,772	89%	560,794	\$1,401,985	\$1,542,184	
ConnectTix Single Trip with Transfer	\$1.750	\$1.375	-\$0.375	-21%	64%	639,094	\$1,118,415	\$878,754	36%	365,197	\$639,095	\$502,146	
ConnectTix 10-Trip Pass	\$2.500	\$2.750	\$0.250	10%	20%	32,064	\$80,160	\$88,176	80%	128,255	\$320,638	\$352,701	
Day Pass	\$1.939	\$1.939	\$0.000	0%	64%	304,370	\$590,173	\$590,173	36%	173,925	\$337,241	\$337,241	
Weekly Pass	\$1.622	\$1.622	\$0.000	0%	50%	4,483,776	\$7,272,685	\$7,272,685	50%	4,539,824	\$7,363,595	\$7,363,595	
Monthly Pass	\$2.095	\$2.056	-\$0.039	-2%	24%	2,262,318	\$4,739,556	\$4,650,371	76%	7,362,119	\$15,423,639	\$15,133,410	
Annual Pass	\$1.906	\$1.906	\$0.000	0%	23%	96,017	\$183,008	\$183,008	77%	329,200	\$627,455	\$627,455	
<b>Half Fare</b>													
Cash	\$1.350	\$1.350	\$0.000	0%	76%	193,443	\$261,148	\$261,148	24%	59,521	\$80,353	\$80,353	
Connect Card Single Trip	\$1.250	\$1.350	\$0.100	8%	70%	167,052	\$208,815	\$225,520	30%	71,594	\$89,493	\$96,652	
Connect Card Single Trip with 1 Transfer	\$0.875	\$0.675	-\$0.200	-23%	79%	268,974	\$235,352	\$181,557	21%	70,783	\$61,935	\$47,779	
Connect Card Single Trip with 2+ Transfers	\$0.958	\$0.403	-\$0.555	-58%	79%	119,558	\$114,537	\$48,182	21%	31,463	\$30,142	\$12,680	
Connect Card 10-Trip Pass	\$1.250	\$1.350	\$0.100	8%	70%	666	\$833	\$899	30%	286	\$358	\$386	
ConnectTix Single Trip	\$1.250	\$1.350	\$0.100	8%	70%	3,723	\$4,654	\$5,026	30%	1,596	\$1,995	\$2,155	
ConnectTix Single Trip with Transfer	\$0.875	\$0.675	-\$0.200	-23%	79%	13,845	\$12,114	\$9,345	21%	3,644	\$3,189	\$2,460	
Weekly Pass	\$0.700	\$0.700	\$0.000	0%	76%	188,486	\$131,940	\$131,940	24%	57,996	\$40,597	\$40,597	
Monthly Pass	\$0.759	\$0.745	-\$0.014	-2%	76%	465,600	\$353,390	\$346,741	24%	143,262	\$108,736	\$106,690	
<b>Other</b>													
U-Pass	\$1.250	\$1.250	\$0.000	0%	45%	4,051,840	\$5,064,800	\$5,064,800	55%	4,912,407	\$6,140,509	\$6,140,509	
College Off-Peak	\$1.000	\$1.000	\$0.000	0%	45%	22,547	\$22,547	\$22,547	55%	27,335	\$27,335	\$27,335	
Pittsburgh Public Schools on ConnectCard*	\$1.809	\$1.809	\$0.000	0%	45%	375,131	\$678,612	\$678,612	55%	454,804	\$822,740	\$822,740	
Short Fare	\$1.980	\$1.980	\$0.000	0%	39%	664,156	\$1,315,029	\$1,315,029	61%	1,054,432	\$2,087,775	\$2,087,775	
Senior Citizen - Free	\$0.000	\$0.000	\$0.000	0%	41%	1,887,046	\$0	\$0	59%	2,673,315	\$0	\$0	
Other - Free	\$0.000	\$0.000	\$0.000	0%	7%	308,067	\$0	\$0	93%	4,210,248	\$0	\$0	
<b>Total</b>					<b>Total</b>	<b>19,445,011</b>	<b>\$29,130,789</b>	<b>\$28,407,891</b>	<b>Total</b>	<b>35,768,796</b>	<b>\$56,717,677</b>	<b>\$57,541,339</b>	
<b>Average Fare All Riders</b>							<b>Low-Income Riders</b>	<b>\$1.498</b>	<b>Low-Income Riders</b>		<b>\$1.586</b>	<b>\$1.609</b>	
<b>% Change All Riders</b>							<b>Low-Income Riders</b>	<b>-2.5%</b>	<b>Non Low-Income Riders</b>		<b>1.5%</b>		

Notes: Average fare analysis based on ridership recorded by the farebox and estimated average fare per boarding

\* Pittsburgh Public Schools began transition to ConnectCard in FY2019. Only a subset of these students could be separated from other passholders.

## SUMMARY OF RESOLUTION

### Authorization to Adopt and Implement FY 2022 Fare Structure Changes

Port Authority of Allegheny County (Authority) provides public transportation services within and for Allegheny County pursuant to the Second Class County Port Authority Act, as amended. The Authority last made changes to its fare structure on January 1, 2017.

In 2019, the Authority retained an outside consultant to assist in gathering public input, reviewing other transit agency fare policies and structures and to develop further potential changes to the Authority's fare structure to make it more efficient, user friendly, equitable and attract increased ridership. Based upon this review effort and per the recommendation of staff of the Authority, the Authority's Board passed a resolution on March 26, 2021 authorizing the Authority to conduct a formal public comment period, including a public hearing(s), to receive public comment on the proposed FY 2022 fare structure changes, including the elimination of the \$0.25 ConnectCard stored value discount, elimination of the \$1.00 transfer charge and introduction of rolling monthly and weekly passes (FY 2022 Fare Structure Changes).

The public comment period for proposed FY 2022 Fare Structure Changes commenced on March 26, 2021 and ended on May 5, 2021, and included public hearings on April 22, 2021, April 30, 2021 and May 4, 2021, along with other public engagement activities and the invitation for and receipt of written comments submitted to the Authority by U.S. mail and electronically. Based upon an assessment of the public comments received and further reviewed by staff of the Authority, it is recommended that the Authority proceed to adopt and implement FY 2022 Fare Structure Changes set forth in detail on Exhibit "A" to the resolution.

The resolution authorizes the adoption and implementation of FY 2022 Fare Structure Changes effective on July 1, 2021, or as soon thereafter as deemed feasible by the Authority's staff to implement FY 2022 Fare Structure Changes.

## RESOLUTION

**WHEREAS**, Port Authority of Allegheny County (Authority) provides public transportation services within and for Allegheny County pursuant to the Second Class County Port Authority Act, as amended; and

**WHEREAS**, the Authority retained an outside consultant in 2019 to assist in gathering public input, reviewing other transit agency fare policies and structures and to develop further potential changes to the Authority's fare structure to make it more efficient, user friendly, equitable and attract increased ridership; and

**WHEREAS**, based upon this review effort and per the recommendation of staff of the Authority, the Authority's Board passed a resolution on March 26, 2021 authorizing the Authority to conduct a formal public comment period, including a public hearing(s), to receive public comment on the proposed FY 2022 structure changes, including the elimination of the \$0.25 ConnectCard stored value discount, elimination of the \$1.00 transfer charge and introduction of rolling monthly and weekly passes (FY 2022 Fare Structure Changes); and

**WHEREAS**, the public comment period for proposed FY 2022 Fare Structure Changes commenced on March 26, 2021 and ended on May 5, 2021, and included public hearings on April 22, 2021, April 30, 2021 and May 4, 2021, along with other public engagement activities and the invitation for and receipt of written comments submitted to the Authority by U.S. mail and electronically; and

**WHEREAS**, based upon an assessment of the public comments received and further reviewed by staff of the Authority, it is recommended that the Authority proceed to adopt and implement FY 2022 Fare Structure Changes set forth in detail on Exhibit "A" to this resolution; and

**NOW, THEREFORE, BE IT RESOLVED**, that the Authority hereby approves and adopts FY 2022 Fare Structure Changes set forth in detail on Exhibit "A" to this resolution.

**FURTHER RESOLVED** that the chief executive officer, chief strategy officer, chief financial officer, controller, chief development officer and/or chief communications officer be, and hereby are, authorized to implement FY 2022 Fare Structure Changes set forth in detail on Exhibit "A" to this resolution, effective July 1, 2021, or as soon thereafter as deemed feasible by staff of the Authority to implement FY 2022 Fare Structure Changes, and to take any and all other actions as may be necessary and proper to carry out the purpose and intent of this resolution.

## Exhibit A - FY 2022 Fare Structure Changes\*

Current Product/Pricing		Proposed Product/Pricing	
Stored Value Full Fare	2.50	Stored Value Full Fare	2.75
Stored Value Half Fare	1.25	Stored Value Half Fare	1.35
Single Trip	2.50	Eliminated	N/A
Single Trip w/Transfer	3.50	Eliminated	N/A
	Currently not available	3 Hour Pass Full Fare	2.75
	Currently not available	3 Hour Pass Half Fare	1.35
Day Pass	7.00	Day Pass	7.00
10 Trip Full Fare Pass	25.00	Eliminated	N/A
10 Trip Half Fare Pass	12.50	Eliminated	N/A
Electronic Transfers	1.00	Eliminated	N/A
Calendar Weekly Full Fare	25.00	Calendar Weekly Full Fare	25.00 Via Corporate Web Portal Only
Calendar Weekly Half Fare	12.50	Calendar Weekly Half Fare	12.50 Via Corporate Web Portal Only
	Currently not available	7 Day Pass Full Fare	25.00
	Currently not available	7 Day Pass Half Fare	12.50
Calendar Monthly Full Fare	97.50	Calendar Monthly Full Fare	97.50 Via Corporate Web Portal Only
Calendar Monthly Half Fare	48.75	Calendar Monthly Half Fare	48.75 Via Corporate Web Portal Only
	Currently not available	31 Day Pass Full Fare	97.50
	Currently not available	31 Day Pass Half Fare	48.75
Annual Pass	1,072.50	Annual Pass	1,072.50
Connect Card Fee	1.00	Connect Card Fee	1.00
<b>Incline Tickets:</b>			
Single Trip Full Fare	2.50	Eliminated	N/A
Kids Single Trip	1.25	eliminated	N/A
3 Hour Round Trip Full Fare	3.50	3 Hour Round Trip Full Fare	2.75
3 Hour Round Trip Kids Fare	1.75	3 Hour Round Trip Kids Pass	1.35
Transit Day Round Trip full fare	5.00	Eliminated	N/A
Kids Transit Day Round Trip	2.50	Eliminated	N/A

\*Notes: (1) As proposed, all fare structure changes proposed would take effect no sooner than July 1, 2021, subject to completion of necessary software updates, successful testing and implementation; (2) All fares applicable to all Port Authority transportation modes excluding U-Pass participants and other contractual fare agreements; and (3) The ACCESS Half Fare Card and ACCESS paratransit fares have no changes.

## SUMMARY OF RESOLUTION

### Authorization to Appoint Successor Trustee for the Consolidated Pension Plan

Port Authority of Allegheny County (Authority), following its periodic review of fees and services related to its pension plans, seeks to appoint US Bank as successor Trustee, for the following pension plans:

- Port Authority of Allegheny County Retirement and Disability Allowance Plan for Employees Represented by Local Union 29 of the International Brotherhood of Electrical Workers, A.F.L.C.I.O. (IBEW Plan); and
- Port Authority of Allegheny County Retirement and Disability Allowance Plan for Employees Not Represented by a Union (Non-Represented Plan).

For administrative purposes, IBEW Plan and Non-Represented Plan are held under a single trust known as the Consolidated Plan (Consolidated Plan).

In order to obtain qualified financial institutions to act as Trustee to provide custodial and related administrative services for Consolidated Plan, a request for proposals detailing the required scope of services was prepared and publicly noticed in accordance with applicable law and the processes in place with respect to Consolidated Plan.

Six responsive and timely proposals were received by the publicly noticed and stated submission deadline for proposals on February 19, 2021, with final pricing due on March 22, 2021. A subcommittee of the voting members of the Pension Committee, which oversees Consolidated Plan, was convened to review the proposals and determine those proposals that should be short-listed for further evaluation. At a meeting held on June 10, 2021, the Pension Committee was updated by the subcommittee and conducted a final evaluation that identified US Bank as the highest rated proposer and the recommended financial institution to serve as successor Trustee for Consolidated Plan.

The resolution would authorize the Authority to remove its current Consolidated Plan Trustee and appoint US Bank as successor Trustee for Consolidated Plan.

## RESOLUTION

**WHEREAS**, Port Authority of Allegheny County (Authority) maintains a Retirement and Disability Allowance Plan for Employees Represented by Local Union 29 of the International Brotherhood of Electrical Workers, A.F.L.C.I.O. (IBEW Plan) and a Retirement and Disability Allowance Plan for Employees Not Represented by a Union (Non-Represented Plan). For administrative purposes, IBEW Plan and Non-Represented Plan are held under a single trust known as the Consolidated Plan (Consolidated Plan); and

**WHEREAS**, following its periodic review of fees and services related to Consolidated Plan, and in order to obtain qualified financial institutions to act as Trustee to provide custodial and related administrative services, a request for proposals detailing the required scope of services was prepared and publicly noticed; and

**WHEREAS**, six responsive and timely proposals were received by the publicly noticed and stated submission deadline for proposals on February 19, 2021; and

**WHEREAS**, a subcommittee of the Pension Committee was convened to review the proposals and determine those proposals that should be short-listed for further evaluation; and

**WHEREAS**, at a meeting held on June 10, 2021, the Pension Committee was updated by the subcommittee and conducted a final evaluation that identified US Bank as the highest rated proposer and the recommended financial institution to serve as successor Trustee for Consolidated Plan.

**NOW, THEREFORE, BE IT RESOLVED**, that the Authority's chief executive officer, chief financial officer, chief strategy officer and/or controller be, and hereby are, authorized to engage US Bank as Trustee for Consolidated Plan, and also to take all such other actions including (i) providing notifications to the existing trustee to terminate the existing Trustee's services and transfer all relevant pension account information to US Bank as successor Trustee, including data transfer and testing activities, (ii) executing any documents or plan amendments, in a form approved by counsel, necessary and proper to engage US Bank as successor Trustee, and (iii) to take any and all such further actions as may be necessary and proper to carry out the purpose and intent of this resolution.

## SUMMARY OF RESOLUTION

### Authorization to Adopt FY 2022 Operating and Capital Budgets

This resolution authorizes passage of the FY 2022 (July 1, 2021 through June 30, 2022) Operating and Capital Budgets for Port Authority of Allegheny County. The Operating Budget totals \$494,355,837 and the Capital Budget totals \$227,866,672. Both budgets balance anticipated expenses with anticipated revenues and grants.

## RESOLUTION

**WHEREAS**, the Board of Port Authority of Allegheny County (Authority) wishes to adopt a fiscally responsible operating budget covering the Authority for the fiscal year July 1, 2021 through June 30, 2022; and

**WHEREAS**, the Board also wishes to adopt a fiscally responsible capital budget covering the Authority for the fiscal year July 1, 2021 through June 30, 2022; and

**WHEREAS**, consistent with good business practice, the proposed operating budget contains estimates of anticipated revenues and expenses that are in balance with one another, and the proposed capital budget also balances capital program expenses with anticipated capital grant funding amounts.

**NOW, THEREFORE BE IT RESOLVED**, that the operating budget for the fiscal year beginning July 1, 2021 and ending June 30, 2022, which anticipates total operating revenues and grants of \$494,355,837 (Exhibit A), and the capital budget for the same period providing for \$227,866,672 of capital project expenditures (Exhibit B), are hereby adopted.

**FURTHER RESOLVED**, that the chief executive officer be, and hereby is, directed to take such actions and/or make such recommendations as are necessary and proper to assure that the total operating and capital expenditures to be incurred by the Authority in the coming fiscal year do not exceed the budgets or the operating revenues, grants and capital funding for the period.

**FURTHER RESOLVED**, that the Board reserves to itself to, at any time, make revisions to the operating and/or capital budgets for any lawful purpose or reason whatsoever.

**PORT AUTHORITY OF ALLEGHENY COUNTY OPERATING BUDGET  
FY2022 Budget v. FY2021 Budget**

**Exhibit A**

(000's)	FY2021 Budget	FY2022 Budget	\$ Change FY2022 Budget v. FY2021 Budget	% Change FY2022 Budget v. FY2021 Budget
<b>REVENUES:</b>				
PASSENGER REVENUE - BUS, LRT AND INCLINE	\$77,136	\$76,134	-\$1,002	-1.3%
ACCESS PROGRAM SERVICE	\$10,394	\$9,993	-\$401	-3.9%
CONTRACT SERVICES	\$11,515	\$11,515	\$0	0.0%
ADVERTISING	\$2,750	\$2,750	\$0	0.0%
INTEREST INCOME	\$1,587	\$352	-\$1,235	-77.8%
OTHER INCOME	\$814	\$814	\$0	0.0%
<b>TOTAL REVENUE</b>	<b>\$104,196</b>	<b>\$101,559</b>	<b>-\$2,637</b>	<b>-2.5%</b>
<b>EXPENSES:</b>				
WAGES AND SALARIES	\$180,756	\$191,259	\$10,503	5.8%
PENSIONS AND EMPLOYEE BENEFITS	\$180,412	\$170,290	-\$10,121	-5.6%
MATERIALS AND SUPPLIES	\$47,491	\$51,596	\$4,105	8.6%
PROVISION FOR INJURIES AND DAMAGES	\$4,649	\$4,429	-\$220	-4.7%
PURCHASED SERVICES	\$17,750	\$20,551	\$2,801	15.8%
UTILITIES	\$8,248	\$8,619	\$371	4.5%
OTHER EXPENSE	\$16,536	\$18,804	\$2,268	13.7%
New Service	\$598	\$0	-\$598	-100.0%
ACCESS	\$29,223	\$28,808	-\$415	-1.4%
AMOUNTS CAPITALIZED	-\$57,180	-\$111,220	-\$54,040	94.5%
<b>TOTAL EXPENSE</b>	<b>\$428,482</b>	<b>\$383,136</b>	<b>-\$45,346</b>	<b>-10.6%</b>
<b>TOTAL GROSS EXPENSE</b>	<b>\$485,662</b>	<b>\$494,356</b>	<b>\$8,694</b>	<b>1.8%</b>
<b>OPERATING GRANTS</b>				
STATE	\$243,993	\$243,870	-\$123	-0.1%
STATE OPERATING ASSISTANCE USED FOR ACCESS	\$857	\$980	\$123	14.3%
DEFERRED STATE OPERATING ASSISTANCE	\$42,708	\$0	-\$42,708	-100.0%
COUNTY	\$33,728	\$33,878	\$150	0.4%
REGIONAL ASSET DISTRICT FUNDING	\$3,000	\$2,850	-\$150	-5.0%
<b>TOTAL OPERATING GRANTS</b>	<b>\$324,286</b>	<b>\$281,578</b>	<b>-\$42,708</b>	<b>-13.2%</b>
<b>OPERATING SURPLUS / (DEFICIT)</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0</b>	<b>0.0%</b>

<b>FY 2022 Capital Improvement Program - EXHIBIT B</b>		<b>6/25/2021</b>
<b><u>Anticipated Funding Sources</u></b>		<b><u>Amount</u></b>
<b><i>I. Federal</i></b>		
FFY 2022 Section 5307 Flex		\$ 19,875,660
FFY 2021/2022 Section 5309 BRT CIG		\$ 99,950,000
	Subtotal	\$ 119,825,660
<b><i>II. State</i></b>		
FY 2022 Net ACT 89 Section 1514 Discretionary		\$ 104,050,568
Previously Appropriated ACT 89 Section 1514 Discretionary		\$ 145,162
	Subtotal	\$ 104,195,730
<b><i>III. County Capital Funds</i></b>		
2022 County Capital Net - State of Good Repair		\$ 3,840,444
Previously Appropriated County Capital - State of Good Repair		\$ 4,838
	Subtotal	\$ 3,845,282
<b>Total Funding Sources</b>		<b>\$ 227,866,672</b>
<b><u>Capital Programs</u></b>		
<b><i>I. Debt Service</i></b>		
2020 Series Bond Debt Service		\$ 18,600,000
	Subtotal	\$ 18,600,000
<b><i>II. Revenue Vehicle Replacement</i></b>		
None		\$ -
	Subtotal	\$ -
<b><i>III. Fixed Guideway Improvements</i></b>		
Bridge and Tunnel Improvements		\$ 5,150,891
Fixed Guideway Rail and Bus Improvements		\$ 24,700,000
Bus Rapid Transit - Construction		\$ 117,723,507
	Subtotal	\$ 147,574,398
<b><i>IV. Facility Improvements</i></b>		
Rail, Bus and PNR Facility Improvements		\$ 54,977,000
	Subtotal	\$ 54,977,000
<b><i>V. Support Programs</i></b>		
Non-Revenue Support Vehicles and Shop Equipment		\$ 4,970,274
Other Support Programs		\$ 1,745,000
	Subtotal	\$ 6,715,274
<b>Total Capital Programs</b>		<b>\$ 227,866,672</b>
<b>Surplus / (Deficit)</b>		<b>\$ -</b>

## SUMMARY OF RESOLUTION

### Authorization to Adopt Collective Bargaining Agreement with the International Brotherhood of Electrical Workers, Local 29

Port Authority of Allegheny County's (Authority) Collective Bargaining Agreement (Agreement) with the International Brotherhood of Electrical Workers, Local 29 (IBEW), covering the terms and conditions of employment for certain Customer Service, Benefits and other personnel of the Authority, expired on April 30, 2021. Prior to expiration of Agreement, the Authority engaged in good faith bargaining with IBEW.

Representatives of the Authority and IBEW have agreed on proposed terms and conditions for an amendment to Agreement (Amended Agreement) to be effective May 1, 2021 through April 30, 2023. IBEW members have ratified the proposed terms and conditions of Amended Agreement.

This resolution seeks approval and ratification of the proposed terms and conditions of Amended Agreement between the Authority and IBEW effective May 1, 2021 through April 30, 2023, as set forth in the summary attached as Exhibit "A" to the resolution.

## RESOLUTION

**WHEREAS**, Port Authority of Allegheny County's (Authority) Collective Bargaining Agreement (Agreement) with the International Brotherhood of Electrical Workers, Local 29 (IBEW), covering the terms and conditions of employment for certain Customer Service, Benefits and other personnel of the Authority, expired on April 30, 2021; and

**WHEREAS**, prior to the expiration of Agreement, the Authority engaged in good faith bargaining with IBEW; and

**WHEREAS**, representatives of the Authority and IBEW representatives have agreed on proposed terms and conditions for an amendment to Agreement (Amended Agreement) to be effective May 1, 2021 through April 30, 2023 as set forth in the summary attached hereto as Exhibit "A" (Summary); and

**WHEREAS**, the Authority's Board has been advised that IBEW's members have voted to accept the terms and conditions of proposed Amended Agreement as set forth in Summary; and

**WHEREAS**, the Board has reviewed the proposed terms and conditions of Amended Agreement as set forth in Summary, and has received the affirmative recommendation of management of the Authority, and labor counsel, to approve Amended Agreement; and

**WHEREAS**, the Board desires to approve and ratify the proposed terms and conditions of Amended Agreement.

**NOW, THEREFORE, BE IT RESOLVED**, that the proposed terms and conditions of Amended Agreement between the Authority and IBEW covering the terms and conditions of employment for certain Customer Service, Benefits and other personnel of the Authority for the period May 1, 2021 through April 30, 2023, as set forth on Summary be, and hereby are, ratified, confirmed and approved.

**RESOLVED FURTHER**, that the chief executive officer, chief legal officer and/or chief human resources officer be, and hereby are, authorized to make such changes in the precise language of the final written Amended Agreement as may be necessary in their opinion, and in the opinion of labor counsel, to clearly express and memorialize the complete intent and understanding of the parties.

**RESOLVED FURTHER**, that upon completion of the final written Amended Agreement, the chief executive officer, chief legal officer and/or chief human resources officer be, and hereby are, authorized and directed to execute Amended Agreement on behalf of the Authority.

EXHIBIT A

**Tentative Agreement**

**Between**

**Port Authority of Allegheny County**

**and**

**Local 29 of the International Brotherhood of Electrical Workers, AFL-CIO**

The parties to this Tentative Agreement are parties to a Collective Bargaining Agreement that expired on April 30, 2021. The parties engaged in Collective Bargaining negotiations in accordance with the Second Class County Port Authority Act and Act 195. As a result of those Collective Bargaining negotiations, the parties have agreed to recommend for ratification the following terms and provisions outlining the changes tentatively agreed upon that would revise and continue the Collective Bargaining Agreement with the following changes:

1. **Term** - The term of the Agreement shall be two (2) years with effective dates of May 1, 2021 through April 30, 2023. The Collective Bargaining Agreement, including Article XV, Period of Agreement shall be revised to reflect this two-year term.
2. **Article III – Hours of Work, Overtime, and Holidays** – Article III, Section A.3. shall be revised to eliminate the ability of employees working in the Service Center Section to combine the two scheduled ten (10) minute breaks with the lunch break. As a result, the lunch break and the two ten (10) minute breaks shall be handled the same for Service Center Section employees as they are for the remainder of the bargaining unit. To reflect this change, the language of Article III, Section A.3. shall be revised to provide as follows:
  3. For employees at the Service Center Section on a posted schedule, the schedule shall provide for eight (8) consecutive hours, Monday through Thursday and seven and one-half (7-½ ) consecutive hours on Friday except in each case for a lunch interruption.
3. **Article III – Hours of Work, Overtime, and Holidays** – Article III, Section D shall be revised by adding the following language to the language currently set forth at Article III Section D:

Employees scheduled to work a holiday will receive the normal rate of pay at time and one-half for hours worked and may elect to receive the holiday pay or take an alternate day off with pay on a day following the holiday, if deemed operationally feasible by management, provided the alternate day must be utilized prior to December 1 of the same calendar year. Employees understand and will make a good faith effort to request and use all of their alternate

days off by December 1 of the calendar year. In the event that employees cannot take the alternate day(s) off by December 1 of the calendar year, the employee shall be paid for the holiday at straight time. Pay for the day or the alternate holiday if taken, shall be for the work hours applicable for that day (i.e., an 8-hour shift for applicable employees and days or a 7.5-hour shift for applicable employees and days).

4. **Article V – Working Conditions** –Port Authority intends to offer cross training and qualification opportunities to the Call Center employees who volunteer for the opportunity so they can provide back-up assistance to the Service Center as operational needs dictate in the same manner employees in the Service Center currently provide back-up assistance to the Call Center. Upgrades would be paid pursuant to Article V where applicable. The parties agree that no changes to the contract language are required for implementation of this provision and none will be made.

5. **Article V – Working Conditions** – Article V, Section H shall be deleted and replaced with the following:

H. Employees whose permanent assignment requires them to wear a uniform shall be permitted to purchase available uniforms up to a maximum value of \$425 per year. Employees whose permanent assignment does not require them to wear a uniform shall be permitted to purchase approved clothing from a Port Authority designated vendor and bearing the Port Authority logo up to a maximum value of \$100 per year.

6. **Article VI, Section 6 – Wages (and Exhibit A)**

- Effective May 1, 2021, the daily, monthly, and hourly rates shall increase by 2.75%.
- Effective May 1, 2022, the daily, monthly, and hourly rates shall increase by 2.75%.

7. **Article VI – Wages** – Article VI, Section C shall be deleted in its entirety. In addition, Article VI, Section B shall be deleted and replaced with the following:

B. Employees are paid bi-weekly by mandatory direct deposit. If a payday falls on a holiday, pay will be direct deposited on the preceding workday.

8. **Article IX – Employee Benefits** – The parties have agreed to implement, as soon as practicable, a flexible spending account to be administered in accordance with applicable law.

9. **Article IX – Employee Benefits** – Section C.4 shall be revised to provide as follows:

4. The maximum coverage for employees upon retirement shall be \$12,500.

**10. Article IX – Employee Benefits** – Section C.5. shall be revised to provide as follows:

5. The Authority shall provide and pay for a group accident and sickness insurance plan. The plan will provide a weekly benefit of 60% of the employee's base wage for a maximum of twenty-six (26) weeks for a disability caused by a non-occupational accident or sickness that an employee is being treated for by a physician. This payment will commence when the employee's sick bank is exhausted.

**11. Article IX – Employee Benefits** –Article IX, Section F shall be deleted and replaced with the following:

F. Employee shall receive their pay through mandatory direct deposit on or after July 1, 2021. Paystubs will only be made available electronically.

**12. Exhibit A** – The parties have agreed to eliminate from the Collective Bargaining Agreement the wage schedules applicable to employees hired prior to May 1,1991 as there are no employees remaining on these wage scales.

**13. Exhibit B** – The parties have agreed that Port Authority has the right to create new job classifications within the Customer Service Section and/or in Community Relations to assist with customer and community outreach. The parties have agreed that once created, the parties will meet and discuss any impact issues and to confirm the terms and conditions applicable to the positions. The parties agree that no current changes to the contract language are required for implementation of this provision and none will be made. Should changes be required to address impact issues, those will be added by side agreement for incorporation into a subsequent agreement.

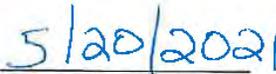
**14.** The parties have agreed to form a Remote Work Committee to discuss the potential for remote work opportunities within the Call Center Section. The committee shall be comprised of three members appointed by the union and three members appointed by Port Authority. The committee shall be responsible for making recommendations to the union and Port Authority with the understanding that any such recommendations would require ratification by Port Authority's Board prior to being approved and implemented.

**15.** The parties have agreed that Port Authority has the managerial prerogative to implement electronic timekeeping practices to replace current paper timekeeping practices where applicable and have exhausted any and all impact bargaining

obligations relative to same. The parties agree that no current changes to the contract language are required for implementation of this provision and none will be made.

Subject to the recommended ratification first by the membership and then by the Port Authority Board, the parties have tentatively agreed as evidenced by the signatures below.

  
\_\_\_\_\_  
Port Authority of Allegheny County

  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Business Manager  
International Brotherhood of  
Electrical Workers, Local 29, AFL-CIO

  
\_\_\_\_\_  
Date

**MAY 2021 FINANCIAL STATEMENTS**



Port Authority of Allegheny County  
**CONSOLIDATED STATEMENT OF NET POSITION**  
*For the Current Period*  
**As of May 31, 2021**

	OPERN	CAPTL	TOTAL
<b><u>ASSETS</u></b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	\$ 115,004,716.29	\$ 31,085,855.13	146,090,571.42
Capital grants receivable	-	13,271,793.81	13,271,793.81
Other receivables	3,909,875.29	0.00	3,909,875.29
Prepaid expenses	970,453.09	-	970,453.09
Materials & supplies	18,995,705.70	-	18,995,705.70
<b>Total Current Assets</b>	<b>138,880,750.37</b>	<b>44,357,648.94</b>	<b>183,238,399.31</b>
<b>NONCURRENT ASSETS</b>			
Restricted assets for capital additions and related debt	-	9,307,901.38	9,307,901.38
Designated for reserve fund	40,471,824.00	-	40,471,824.00
Capital assets, net of accumulated depreciation	-	1,230,745,352.32	1,230,745,352.32
<b>Total Non-Current Assets</b>	<b>40,471,824.00</b>	<b>1,240,053,253.70</b>	<b>1,280,525,077.70</b>
<b>TOTAL ASSETS</b>	<b>\$ 179,352,574.37</b>	<b>\$ 1,284,410,902.64</b>	<b>\$ 1,463,763,477.01</b>
<b><u>DEFERRED OUTFLOWS OF RESOURCES</u></b>			
Deferred charge on refunding	-	5,238,171.85	5,238,171.85
Related to pensions	36,754,843.00	-	36,754,843.00
Related to OPEB	115,177,734.00	-	115,177,734.00
<b>TOTAL DEFERRED OUTFLOWS OF RESOURCES</b>	<b>\$ 151,932,577.00</b>	<b>\$ 5,238,171.85</b>	<b>\$ 157,170,748.85</b>
<b><u>LIABILITIES</u></b>			
<b>CURRENT LIABILITIES</b>			
Accounts payable	6,826,885.59	1,040,562.43	7,867,448.02
Accrued compensation, benefits & withholdings	15,202,937.31	-	15,202,937.31
Unearned revenue	135,432,363.04	29,720,728.08	165,153,091.12
Reserves for claims & settlements	6,456,215.00	-	6,456,215.00
Other current liabilities	-	1,502,499.99	1,502,499.99
<b>Total Current Liabilities</b>	<b>163,918,400.94</b>	<b>32,263,790.50</b>	<b>196,182,191.44</b>
<b>NONCURRENT LIABILITIES</b>			
Bond payable, net	-	143,290,503.66	143,290,503.66
Reserves for claims & settlements	4,843,711.00	-	4,843,711.00
Accrued OPEB liability	672,396,227.00	-	672,396,227.00
Net pension liability	358,065,922.00	-	358,065,922.00
<b>Total Non-Current Liabilities</b>	<b>1,035,305,860.00</b>	<b>143,290,503.66</b>	<b>1,178,596,363.66</b>
<b>TOTAL LIABILITIES</b>	<b>\$ 1,199,224,260.94</b>	<b>\$ 175,554,294.16</b>	<b>\$ 1,374,778,555.10</b>
<b><u>DEFERRED INFLOWS OF RESOURCES</u></b>			
Related to pensions	24,990,328.00	-	24,990,328.00
Related to OPEB	71,751,946.00	-	71,751,946.00
<b>TOTAL DEFERRED INFLOWS OF RESOURCES</b>	<b>\$ 96,742,274.00</b>	<b>\$ -</b>	<b>\$ 96,742,274.00</b>
<b><u>NET ASSETS</u></b>			
<b>TOTAL NET POSITION</b>	<b>\$ (964,681,383.57)</b>	<b>\$ 1,114,094,780.33</b>	<b>\$ 149,413,396.76</b>



PORT AUTHORITY OF ALLEGHENY COUNTY  
COMPARATIVE SUMMARY OF REVENUES AND EXPENSES

	Month of May 2021			11 Month Year-to-Date			Notes
	Budget	Actual	Variance	Budget	Actual	Variance	
<b>REVENUE :</b>							
Passenger revenue -							
Bus, Light Rail & Incline Plane	\$7,535,773	\$2,829,574	(\$4,706,199)	\$81,727,148	\$27,932,198	(\$53,794,950)	
ACCESS program service	840,795	599,659	(\$241,136)	9,552,903	6,214,210	(\$3,338,693)	
Advertising	152,608	116,720	(\$35,888)	2,577,764	1,437,423	(\$1,140,341)	
Interest income	24,249	953	(\$23,296)	1,562,751	136,927	(\$1,425,824)	
Other income	45,591	142,595	\$97,004	776,375	735,849	(\$40,526)	
<b>Total Operating Income</b>	<b>\$8,599,016</b>	<b>\$3,689,501</b>	<b>(\$4,909,515)</b>	<b>\$96,196,941</b>	<b>\$36,456,607</b>	<b>(\$59,740,334)</b>	For the month of May 2021, total Operating Income was \$4.9 million below budget. Every category except Other Income was below budget. Total Operating Income for the fiscal year is \$59.7 million below budget due to the pandemic.
<b>EXPENSE :</b>							
Wages & salaries	\$14,511,116	\$14,243,556	\$267,560	\$154,051,941	\$155,643,118	(\$1,591,177)	
Employee benefits	14,461,394	12,627,620	\$1,833,774	163,441,412	149,535,356	\$13,906,056	
Materials & supplies	3,930,771	2,754,901	\$1,175,870	43,587,067	34,540,494	\$9,046,573	
Provision for injuries & damages	357,415	87,501	\$269,914	4,291,565	2,358,515	\$1,933,050	
Purchased services	1,674,615	705,464	\$969,151	18,610,556	12,019,478	\$6,591,078	
Utilities	687,339	375,473	\$311,866	7,560,929	6,218,526	\$1,342,403	
Other expense	1,017,723	795,614	\$222,109	12,946,483	6,913,848	\$6,032,635	
Interest	0	0	\$0	0	0	\$0	
ACCESS program service	2,435,234	2,112,098	\$323,136	26,787,561	22,985,514	\$3,802,067	
<b>Total Expense</b>	<b>\$39,075,607</b>	<b>\$33,702,227</b>	<b>\$5,373,380</b>	<b>\$431,277,534</b>	<b>\$390,214,849</b>	<b>\$41,062,685</b>	Total Expense for the month was \$5.3 million under budget with every expense category below budget. For the fiscal year, Total Expense continues to be under budget by a total of \$41 million. Every expense category, other than Salary and Wages is below budget. If this continues in June, the Authority will not have to use any Deferred Revenue in FY2021.
<b>Deficit before Subsidy</b>	<b>(\$30,476,591)</b>	<b>(\$30,012,726)</b>	<b>\$463,865</b>	<b>(\$335,080,593)</b>	<b>(\$353,758,242)</b>	<b>(\$18,677,649)</b>	
<b>Operating Subsidy:</b>							
County Drink Tax Revenue	\$ 4,818,217		(\$4,818,217)	\$ 28,909,302		(\$28,909,302)	
RAD Assistance - Local	225,000	213,750	(\$11,250)	2,910,715	2,761,607	(\$149,108)	
Gen Operating Assist - State	18,810,821	26,041,022	\$7,230,201	231,762,704	231,683,779	(\$78,925)	
Gen Op Assist - State Match 5310			\$0			\$0	
Defer State Operating Assist	7,118,048		(\$7,118,048)	35,590,240		(\$35,590,240)	
Cost of Contracting	1,422,836	1,422,836	\$0	12,752,747	12,752,747	\$0	
Redistribute to Vehicle Overhaul	510,000	589,856	\$79,856	5,450,000	4,558,108	(\$891,892)	
Redistribute to Capital Accounts	158,483	350,906	\$192,423	1,816,513	2,497,078	\$680,565	
Fringe Benefits Redistrib Cap Accts	85,000	100,496	\$15,496	935,000	1,079,935	\$144,935	
Preventive Maintenance			\$0	23,339,976	23,339,976	\$0	
Third Party Reimbursements	5,000	2,909	(\$2,091)	263,000	457,924	\$194,924	
ACCESS-5310 revenue			\$0	420,750	131,507	(\$289,243)	
ACCESS-PWD	51,600	36,592	(\$15,008)	567,600	380,642	(\$186,958)	
CARES - Port Authority	8,333		(\$8,333)	91,663	55,796,638	\$55,704,975	
CARES - County			\$0		12,724,843	\$12,724,843	
<b>Total Subsidy</b>	<b>\$33,213,338</b>	<b>\$28,758,368</b>	<b>(\$4,454,970)</b>	<b>\$344,810,210</b>	<b>\$348,164,785</b>	<b>\$3,354,574</b>	Total Subsidy for the month of May was \$4.4 million below budget, but for the fiscal year Total Subsidy is \$3.3 million above budget. Through May, the Authority has a \$5.6 million deficit. A CARES invoice will be prepared to eliminate the deficit.



PORT AUTHORITY OF ALLEGHENY COUNTY  
COMPARATIVE SUMMARY OF REVENUES AND EXPENSES

	Monthly Actuals			Year to Date Actuals			Notes
	May 2020	May 2021	Variance	FY2020	FY2021	Variance	
<b>REVENUE :</b>							
Passenger revenue -							
Bus, Light Rail & Incline Plane	\$416,068	\$2,829,574	\$2,413,506	\$67,336,866	\$27,932,198	(\$39,404,668)	Total Operating Income in May 2021 was \$2.2 million higher than May 2020 due to higher Passenger Revenue. On a fiscal year basis, Total Operating Income is \$45.8 million lower due to the impact of the pandemic.
ACCESS program service	587,909	599,659	\$11,750	9,313,341	6,214,210	(\$3,099,131)	
Advertising	226,280	116,720	(\$109,560)	2,833,183	1,437,423	(\$1,395,760)	
Interest income	96,531	953	(\$95,578)	1,981,900	136,927	(\$1,844,973)	
Other income	75,121	142,595	\$67,474	796,331	735,849	(\$60,482)	
<b>Total Operating Income</b>	<b>\$1,401,909</b>	<b>\$3,689,501</b>	<b>\$2,287,592</b>	<b>\$82,261,621</b>	<b>\$36,456,607</b>	<b>(\$45,805,014)</b>	
<b>EXPENSE :</b>							
Wages & salaries	\$14,262,036	\$14,243,556	\$18,480	\$148,640,654	\$155,643,118	(\$7,002,464)	Total Expense on a fiscal year basis is \$8 million higher than FY2020 due to higher Wage & Salaries, Employee Benefits, Purchase Services and Other Expense.
Employee benefits	11,979,782	12,627,620	(\$647,838)	145,384,570	149,535,356	(\$4,150,786)	
Materials & supplies	2,914,403	2,754,901	\$159,702	37,873,566	34,540,494	\$3,333,072	
Provision for injuries & damages	172,545	87,501	\$85,044	2,913,089	2,358,515	\$554,574	
Purchased services	903,614	705,464	\$198,150	10,923,238	12,019,478	(\$1,096,240)	
Utilities	436,288	375,473	\$60,815	6,713,152	6,218,526	\$494,626	
Other expense	584,696	795,614	(\$210,918)	5,633,155	6,913,848	(\$1,280,693)	
Interest	0	0	\$0	0	0	\$0	
ACCESS program service	2,618,837	2,112,098	\$506,739	24,126,109	22,985,514	\$1,140,595	
<b>Total Expense</b>	<b>\$33,872,401</b>	<b>\$33,702,227</b>	<b>\$170,174</b>	<b>\$382,207,533</b>	<b>\$390,214,849</b>	<b>(\$8,007,316)</b>	
<b>Deficit before Subsidy</b>	<b>(\$32,470,492)</b>	<b>(\$30,012,726)</b>	<b>\$2,457,766</b>	<b>(\$299,945,912)</b>	<b>(\$363,758,242)</b>	<b>(\$53,812,330)</b>	
<b>Operating Subsidy:</b>							
County Drink Tax Revenue			-	\$ 5,500,000.00		(5,500,000)	Total Subsidy on a fiscal year basis is \$65.7 million higher than last fiscal year due to receipt of CARES Funding that was not a budgeted item.
RAD Assistance - Local	225,000	213,750	(11,250)	2,775,000	2,761,607	(13,393)	
Gen Operating Assist - State	4,648,934	26,041,022	21,392,088	222,806,689	231,683,779	8,877,090	
Gen Op Assist - State Match 5310			-			-	
Defer State Operating Assist			-			-	
Cost of Contracting	870,735	1,422,836	552,101	10,291,782	12,752,747	2,460,965	
Redistribute to Vehicle Overhaul	661,735	589,856	(71,879)	6,141,202	4,558,108	(1,583,094)	
Redistribute to Capital Accounts	114,502	350,906	236,404	2,126,973	2,497,079	370,105	
Fringe Benefits Redistrib Cap Accts	77,236	100,496	23,260	884,200	1,079,935	195,735	
Preventive Maintenance	1,715,464	-	(1,715,464)	30,252,924	23,339,976	(6,912,948)	
Third Party Reimbursements	63,239	2,909	(60,330)	621,267	457,924	(163,343)	
ACCESS-5310 revenue	-	-	-	419,482	131,507	(287,975)	
ACCESS-PWD	34,938	36,592	1,654	548,323	380,642	(167,681)	
CARES - Port Authority			-		55,796,638	55,796,638	
CARES - County			-		12,724,843	12,724,843	
<b>Total Subsidy</b>	<b>\$8,411,783</b>	<b>\$28,758,368</b>	<b>\$ 20,346,585</b>	<b>\$282,367,842</b>	<b>\$348,164,785</b>	<b>\$ 65,796,943</b>	
Surplus/Deficit	(\$24,058,709)	(\$1,254,358)	\$ 22,804,351	(\$17,578,070)	(\$5,593,457)	\$11,984,613	

**PORT AUTHORITY OF ALLEGHENY COUNTY**  
**FY 2021 PROJECTED OPERATING RESERVE**  
**(As of May 31, 2021)**

(Dollars in Thousands)  
**Actual/Estimate**

	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	TOTAL
Begin Cash & Investments	147,001	117,785	96,433	131,616	141,117	139,605	138,723	128,946	139,431	137,665	143,188	144,197	142,683	
Oper Grants:														
. County/ Additional County Assistance	0	0	9,456	2,534	0	0	6,634	2,123	0	0	0	9	0	20,756
. Regional Asset District	182	182	182	182	182	782	182	214	214	214	214	214	225	2,987
. State	1,705	16,672	27,120	20,141	17,309	23,072	19,770	19,564	28,151	17,113	17,245	26,041	22,260	254,458
. Additional State Operating Assistance/Rebase														0
. CARES/Port Authority	0	0	27,483	4,000	0	4,849	0	19,484	735	15,845	15,569	0	0	87,965
Revenues:														
. ACM/Grants Management/T&L	221	257	0	446	354	0	0	0	0	0	0	0	273	1,330
. ACCESS/Shared Ride	623	0	642	0	990	0	530	1,148	0	1,001	486	490	884	6,171
. ACCESS/Capital Cost of Contracting	0	0	0	1,863	0	591	1,479	1,706	3,030	1,438	1,220	1,423	1,375	14,127
. ACCESS/Connections and Works	0	0	0	0	0	0	0	0	0	0	0	0	36	36
. Passenger Revenues	2,003	1,953	2,379	3,000	2,817	2,742	2,469	2,361	2,138	2,777	2,574	2,646	7,388	35,254
. VOH	873	0	0	19	0	0	0	0	0	3,225	332	590	538	4,704
. PREVENTIVE MAINTENANCE	1,508	0	0	7,056	7,280	2,289	2,396	3,176	0	0	0	0	2,448	24,645
. Investment Income	63	44	28	18	20	16	7	5	5	4	2	1	133	283
. Advertising Income	0	352	116	132	129	174	68	80	100	84	103	68	231	1,637
. OTHER	691	290	3,126	2,907	456	2,013	1,723	1,347	916	869	920	1,003	66	15,636
<b>Cash Available</b>	<b>154,870</b>	<b>137,535</b>	<b>166,965</b>	<b>173,914</b>	<b>170,654</b>	<b>176,133</b>	<b>173,971</b>	<b>180,176</b>	<b>174,720</b>	<b>180,235</b>	<b>181,853</b>	<b>176,682</b>	<b>178,540</b>	<b>469,989</b>
Payments:														
. Pay/Withold/Fringe	13,741	20,610	14,082	13,326	10,366	13,787	20,422	13,723	13,744	13,704	16,985	13,571	16,437	180,757
. Healthcare	11,925	6,580	6,562	4,057	2,481	6,523	871	12,614	6,184	6,137	6,131	6,162	7,416	71,718
. Pension Payment	5,038	5,050	5,603	5,047	5,069	5,294	7,096	5,856	5,275	5,296	5,304	5,417	3,828	64,135
. All Other	6,371	8,832	9,082	10,307	13,113	11,786	16,616	8,522	11,852	11,878	9,206	8,819	12,790	132,803
. Treasury Service Expense	10	30	20	60	20	20	20	30	0	32	30	30	98	390
<b>Total Payments</b>	<b>37,085</b>	<b>41,102</b>	<b>35,349</b>	<b>32,797</b>	<b>31,049</b>	<b>37,410</b>	<b>45,025</b>	<b>40,745</b>	<b>37,055</b>	<b>37,047</b>	<b>37,656</b>	<b>33,999</b>	<b>40,569</b>	<b>449,803</b>
<b>Ending Cash &amp; Investments</b>	<b>117,785</b>	<b>96,433</b>	<b>131,616</b>	<b>141,117</b>	<b>139,605</b>	<b>138,723</b>	<b>128,946</b>	<b>139,431</b>	<b>137,665</b>	<b>143,188</b>	<b>144,197</b>	<b>142,683</b>	<b>137,971</b>	

## Appendix M – Board Minutes Adopting Title VI Fare Equity Analyses, 2021

### PORT AUTHORITY OF ALLEGHENY COUNTY MINUTES OF THE REGULAR BOARD MEETING FRIDAY JUNE 25, 2021

The Regular Meeting of the Board of Port Authority of Allegheny County was held on Friday, June 25, 2021, at 9:30 a.m., at the Authority's Administration Offices, 345 Sixth Avenue, Pittsburgh, Pennsylvania, 15222-2527, pursuant to due public notice given as required by law.

The following members were in attendance: Jeff Letwin, Chair and Michelle Zmijanac. The following members participated virtually: Senator Jim Brewster, Representative Austin Davis, Jennifer M. Liptak, Ann M. Ogoreuc, John L. Tague Jr., Stephanie Turman, Jessica Walls-Lavelle, Gerald Delon. Acting General Counsel, Sandy Garfinkel participated virtually.

The Chair called the June 25, 2021 Regular Meeting to order.

A recommendation was made for approval of the minutes of the May 28, 2021 Regular Meeting. A motion was made, seconded, and unanimously passed.

Mr. Letwin announced that public comment portion of the meeting will be held at this time as speakers have indicated that they will speak on matters the Board will be voting on later in the meeting.

There were two speakers addressing the Board. The first speaker was Mr. Jim Keener. Mr. Keener supported that Port Authority Board meetings remain accessible to the public in TEAMS. This will show transparency and allow the public to participate in the meeting without the burden of attending the meetings in person.

The next speaker, Mr. Rahul Amruthapuri, first agreed with Mr. Keener's remarks on transparency. Mr. Amruthapuri urged the Board to reconsider a fare relief program for low-income riders which would help stabilize and immediately boost ridership.

The full comments of the speakers were recorded and appear in the audio transcription of the meeting.

The Chair called on Ms. Katharine Kelleman for a report of the Chief Executive Officer.

Ms. Kelleman first asked for a moment of silence for the retired employees who passed away in May: Operators William Poloka Jr. and Paul Wendt, Building Repairperson Marilyn Young, Cleaning Supervisor Betty Rose, and Shifter Patricia Daye.

Ms. Kelleman stated that the Board will vote on the 2022 budget today, but since she has already talked a lot about finances this year, she wanted to talk a little about service.

She stated that the Coronavirus pandemic greatly impacted ridership. In the month after the initial wave, ridership dropped by 90 percent on rail and 75 percent on bus. To ensure that we could continue to provide reliable service, we reduced our service on our commuter routes and added service to local routes where we observed overcrowding.

Ms. Kelleman announced that case counts are dropping locally and nationally, and three vaccines are now available. Safety precautions are easing, and we are seeing more and more people downtown. This past Sunday, we eliminated our artificial capacity limits.

Bus ridership remains down about 60 percent. Rail ridership is down 80 percent. We've brought back 70 percent of our weekday commuter routes, almost 90 percent of our weekday coverage routes, 96 percent of our local routes and 88 percent of our rapid routes. Nine bus routes have more service than before the pandemic, including the 59-Mon Valley which has almost twice as much. Across the board, we have about seven percent more service on the weekend than we did before the pandemic.

As offices begin to reopen, schools and universities return to in-person instruction, and businesses return to regular hours, we are poised for some steady growth over the next few months.

Ms. Kelleman then recognized Janel Young, a Pittsburgh artist who has been keeping busy this summer with a lot of projects across the county. Funded by a grant from Smart Growth America, Ms. Young's latest piece of art titled "RESPECT" can be found just downstairs at the Smithfield Street and Sixth Avenue bus stop, where thousands of riders will see it every day. Before concluding her report, Ms. Kelleman urged the Board to stop and see Ms. Young's work if they happen to be downtown.

That concluded the report of the Chief Executive Officer.

The Chair called on Ms. Zmijanac for a report of the Performance Oversight Committee.

Ms. Zmijanac reported that the Performance Oversight Committee met last week, and she had five resolutions for consideration.

The Committee first reviewed five procurement items and determined the bids to be in accordance with the Authority's procurement policies and procedures, the prices fair and reasonable, the bidders to be responsible and the bids responsive.

The Performance Oversight Committee recommended the award of bids listed in the resolution for the total amount of approximately \$4.1 million dollars.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Zmijanac reported that in accordance with FTA regulations and other laws, the Authority maintains written Procedures for Competitive Negotiations for Professional and Technical Services that outlines the public solicitation process that the Authority follows when seeking firms to provide professional or technical services.

Staff had reviewed the procedures and recommended certain amendments such as increasing the number of staff with technical expertise that would serve on evaluation committees, clarifying the ability to accept proposals in either hard copy or electronic format and making changes to reflect current department names and position titles.

The Performance Oversight Committee recommended adopting the amended procedures to be applicable to any professional or technical services solicitations utilizing a request for proposals or request for qualifications process issued on or after July 1, 2021.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Zmijanac presented the next resolution seeking authorization to enter into an agreement for property and casualty risk management services.

Ms. Zmijanac reported that the Authority requires a contractor to provide consulting services to support the Authority's Property and Casualty Risk Management Programs including the design and marketing of operational coverages, evaluation of insurance proposals, placement of insurance coverage and advising the Authority and its contractors and vendors on insurance requirements.

An RFP detailing the contract services was prepared and advertised and five proposals were received. Based on the review and evaluation, the proposal submitted by Aon Risk Services Central, Inc., was determined to be the highest-rated proposal for the performance of the contract services.

The Performance Oversight Committee recommended entering into an agreement with Aon Risk Services Central, Inc., for a total not-to-exceed amount of up to \$285,000, for the initial three-year period with the option to extend the term of the agreement an additional two years at the sole discretion of the Authority.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Zmijanac presented the next resolution seeking authorization to enter into an agreement for Utility Consulting and Administrative Support Services

The Authority requires a contractor to provide these services including the monitoring of utility bills, recommendations for cost reductions of utility services, bill approval services, assisting the Authority in energy and telecommunications procurements, the construction and maintenance of an accurate and historical database of energy costs and usage, inventory of meters, and at the request of the Authority, an onsite energy audit of operating locations.

After advertisement of the RFP, two proposals were received. The proposal submitted by Eric Ryan Corporation has been determined to be the highest rated proposal for the performance of the services.

The Performance Oversight Committee recommended entering into an agreement with Eric Ryan Corporation in an amount not-to-exceed \$187,200.00, to be allocated on an as-needed basis through task specific work orders for the initial three-year period, with the option to extend the term of agreement up to an additional two years at the sole discretion of the Authority.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Zmijanac presented the final resolution seeking authorization to enter into agreements with a pool of firms to provide Architectural Design Services under the categories of Transportation Passenger Facilities Design and Industrial Building Design.

Following advertisement of the RFP, six electronic proposals were received. The proposals submitted in the category of Transit Passenger Facilities Design by Michael Baker International, Inc. and Whitman, Requardt & Associates, LLP; and in the category of Industrial Building Design by Whitman, Requardt & Associates, LLP and CDM Smith, Inc., were determined to be the highest-rated proposals for the performance of the services.

The Performance Oversight Committee recommended authorizing the Authority to enter into an agreement with the firms stated above, for the identified categories, for a total not-to-exceed amount of \$8,000,000, to be allocated on an as-needed basis through task-specific work orders, for an initial four-year period with the option to extend the term of the agreements up to one additional year at the sole discretion of the Authority.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

That concluded the report of the Performance Oversight Committee.

The Chair called on Mr. Tague for a report of the Planning and Stakeholder Relations Committee.

Mr. Tague reported that the Planning and Stakeholder Relations Committee met last week, and he had a few updates to report.

First at the meeting Mr. Chris Watts from The Pittsburgh Downtown Partnership presented the Downtown Mobility Plan, which Port Authority was a partner in plan development. The plan proposes a framework for guiding the future of downtown's transportation network by setting goals, creating a unified vision, and setting priorities for improving the experience of downtown for all users. Mr. Watts specifically discussed one item for improvement in creating a better bus experience, which is to include amenities like improved shelters, bus priority network and infrastructure and real-time transit information.

Amy Silbermann, Director of Planning and Service Development, then proposed a next step leading from this plan's completion of a follow-up planning process called the Downtown Pittsburgh Bus Routing and Stop Location Plan. Port Authority will work with the Pittsburgh Downtown Partnership and the City of Pittsburgh's Department of Mobility and Infrastructure as partners on this project

Next the Committee received an update on the Bus Rapid Transit Project.

Mr. Tague revealed that on June 11, the FTA announced that they allocated \$250 million to 22 projects already in the Small Starts Program pipeline from the American Rescue Plan. This included \$19.3 million for the Bus Rapid Transit Project for use as a local match.

Mr. Tague concluded his report by giving the Board an update on the Allegheny County Transit Council and Committee on Accessible Transportation.

ACTC met the prior night. At the meeting, the Planning Department staff provided an overview of our First Mile Last Mile Program and Government Relations staff provided updates on funding and a variety of other topics of interest. The Council also held their annual nominations for the ACTC Board of Directors. The elections will be held later this month and the results will be announced at the July Regular Board meeting. The next meeting will be July 28 on Microsoft Teams and there is no meeting scheduled in August.

The CAT Committee did not meet this month. The next quarterly meeting will be in August.

That concluded the report of the Planning and Stakeholder Relations Committee.

The Chair called on Ms. Ogoreuc for a report of the Finance Committee.

Ms. Ogoreuc reported that the Finance Committee met on Thursday, June 17 and she had a few items to report.

Ms. Ogoreuc presented a resolution seeking authorization to approve the Title VI Report for the Planned Fare Structure change. The Committee received a presentation on the Title VI Report that is a Federal Transit Administration requirement before any fare change can be adopted by the Board of Directors. Mr. Ogoreuc stated that the Title VI Report must measure the impact of any fare change on minority and low-income populations. It was reported that the proposed FY 2022 Fare Structure changes will not have a disparate impact on minority populations or a disproportionate burden on low-income populations.

On behalf of the Finance Committee, Ms. Ogoreuc respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Next at the meeting, Ms. Kelleman gave a summary of the various outreach steps the Authority had taken to gather public input on the fare structure changes. This outreach included three public hearings, a question-and-answer session, and public comment via website, phone, and mail.

Ms. Kelleman also emphasized that the Fare Structure change of creating a three-hour pass at \$2.75 by eliminating the \$1 transfer charge and 25 cent stored value discount and introducing seven-day and 31-day rolling passes will be the first step in a continuing process of improving fare payment through technology, improved accessibility, and long-term partnerships.

The Technology Committee agreed to recommend adoption and implementation of the FY 2022 Fare Structure Changes.

On behalf of the Finance Committee, Ms. Ogoreuc respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Ogoreuc presented the next resolution seeking authorization to appoint a successor Trustee for the Consolidated Pension Plan.

Following a review of fees and services, the Consolidated Plan Trustees voted to issue a request for proposals in conjunction with the ATU Pension Plan. Six responsive and timely proposals were received by the submission deadline. A subcommittee of the Trustees met and short-listed to three firms for further evaluation. Interviews were conducted of the three finalists and the committee voted to evaluate the software platforms of two final companies.

Based on this final evaluation, the subcommittee identified U.S. Bank as the highest rated proposal. The ATU Pension Plan Trustees likewise selected U.S. Bank as the highest rated proposal.

Ms. Ogoreuc noted that the annual savings to the two Pension Plans will be approximately \$500,000.

On behalf of the Finance Committee, Ms. Ogoreuc respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Next Ms. Ogoreuc introduced a resolution to adopt the FY 2022 Operating and Capital Budgets. It was reported at the meeting that the final FY 2022 Operating Budget totaled \$494,355,837 which was a nominal increase of \$117,388 from the budget presented in May. The addition of three ATU positions in concert with a slight increase in Purchased Services attributed to the change.

Ms. Ogoreuc reported that the final proposed FY 2022 Capital Budget was unchanged from the preliminary budget presented at the May Finance Committee and totaled \$227,866,872.

The Finance Committee agreed to recommend adopting the balanced FY 2022 Operating and Capital Budgets as required by law.

On behalf of the Finance Committee, Ms. Ogoreuc respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Ogoreuc presented the final resolution seeking authorization to adopt the Collective Bargaining Agreement with the International Brotherhood of Electrical Workers (IBEW), Local 29. The current labor agreement expired April 30, 2021, and the proposed two-year agreement includes a wage increase of 2.75 percent for each year of the two-year agreement and minimum cost benefit changes.

Ms. Ogoreuc noted that the agreement has no changes to healthcare, the closed pension plan or defined contribution plan.

On behalf of the Finance Committee, Ms. Ogoreuc respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Next, Ms. Ogoreuc reported on the May 2021 Financial Statements. She reported that Total Operating Income for the month of May was \$4.9 million under budget. Through May, Total Operating Income is \$59.7 million below budget. Every Operating Income category except Other Income was below budget for the month. Lower Passenger Revenues and ACCESS Program Service Revenues constitute most of this shortfall due to the pandemic.

Total Expenses for the month of May were \$5.3 million under budget. The Authority's Total Expenses are \$41 million under budget for the fiscal year with every expense category except Salary and Wages below budget. Mr. Schenk reported that if these trends continue, the Authority wouldn't have to use any Deferred Revenues for operating purposes.

Total Subsidy for the fiscal year is \$3.3 million above budget due to CARES Act receipts that have offset lower Passenger Revenue. Through May, the Authority has a \$5.6 million deficit that will be eliminated with CARES funding.

Ms. Ogoreuc concluded her report by stating that the Authority ended May with approximately \$142.6 million in Operating Reserves.

That concluded the report of the Finance Committee.

The Chair called on Ms. Liptak for a report of the Technology Committee.

Ms. Liptak reported that the Technology Committee met on Thursday, June 17, and she had three resolutions for the Board's consideration.

The first resolution was seeking authorization to enter into an agreement with Scheidt & Bachmann, USA, Inc. for FY 2022 Fare Structure Changes Software Updates

Ms. Liptak explained that as necessary to activate the fare structure changes approved earlier today by the Board, this agreement would include all required system updates to the various hardware and software components of the ConnectCard Fare Collection System, including the ticket vending machines, sales outlet terminals, validators, back-office hub, and various web services.

The contract also requires extensive testing to ensure that parallel systems are utilized to verify changes prior to activation.

Ms. Liptak noted that Scheidt & Bachmann is the sole owner, provider and servicer of this integrated hardware, software, and related systems.

The Technology Committee recommends authorizing the Authority to enter into an agreement with Scheidt & Bachmann at a total not-to-exceed amount of \$237,600.

On behalf of the Technology Committee, Ms. Liptak respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

The second resolution seeks authorization to enter into an agreement with GIRO, Inc. for Software and Maintenance Support Services. GIRO's HASTUS software is utilized across Customer Service and Operations divisions and will soon also be utilized by the Maintenance divisions of the Authority.

The agreement includes software maintenance for all current modules along with 40 days for customizations and training.

Ms. Liptak noted that GIRO, Inc. is the sole owner, provider, and servicer of this software.

The Technology Committee recommended entering into a three-year agreement with Giro, Inc. at a total not-to-exceed amount of \$1,422,081.

On behalf of the Technology Committee, Ms. Liptak respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Liptak presented the final resolution seeking authorization to enter into an agreement with Clever Devices for CleverWare Upgrade and Masabi Integration Services.

Clever Devices are installed on all bus and rail vehicles and serve as the hub for Intelligent Transportation Systems. The proposal provides upgrade services for the bus fleet to the current version of the CleverWare software. The physical hardware on buses has been replaced over the past year to be able to support this software update. The rail vehicles are already running the current version, so this update brings the entire fleet onto the same level of the platform, which provides benefits for the upcoming detour/disruption management implementation. The proposal also includes licensing and configuration for integration with the Masabi Mobile Ticketing Services.

Ms. Liptak noted that Clever Devices is the sole owner, provider and servicer of this hardware and software.

The Technology Committee recommends entering into a two-year agreement with Clever Devices for the services at a total not-to-exceed amount of \$133,318.

On behalf of the Technology Committee, Ms. Liptak respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

That concluded the report of the Technology Committee.

Under new business, Mr. Tague announced that there will be a Juneteenth Parade on Saturday, June 26, 2021. Port Authority will have a bus in the parade and staff is meeting at 10 a.m. at Freedom Corner, located at the corner of Centre Avenue and Crawford Street.

The Chair announced the next Regular meeting of the Board will be Friday, July 23, 2021.

With no further business the meeting was adjourned.

**Appendix N – Executive Summary of Public Comment Period and Hearing for Proposed Fare Changes, 2021**



**Executive Summary**

**FY 2022**

**Proposed Fare Structure Changes**

**Public Comment**

<b>I.</b>	<b>BACKGROUND</b>	<b>Page 1</b>
<b>II.</b>	<b>COMMUNICATIONS</b>	<b>Page 3</b>
<b>III.</b>	<b>PUBLIC COMMENT PROCESS</b>	<b>Page 5</b>
<b>IV.</b>	<b>PUBLIC COMMENT SUMMARY</b>	<b>Page 11</b>
<b>V.</b>	<b>EXHIBITS</b>	<b>Page 12</b>

**I. BACKGROUND**

**a. Resolution**

**SUMMARY OF RESOLUTION**

**Authorization to Proceed to Public Comment Period for  
Proposed Fare Policy Changes**

Port Authority of Allegheny County (Authority) provides public transportation services within and for Allegheny County pursuant to the Second Class County Port Authority Act, as amended. Port Authority last made changes to its fare policy and structure on January 1, 2017.

In 2019, the Authority retained an outside consultant to assist it in gathering public input, reviewing other transit agency fare policies and structures and to develop potential further changes to the Authority's fare policy and structure to make it more efficient, user friendly and attract increased ridership. Based upon this review effort, Authority is now considering various fare policy and structure changes for future implementation, including the elimination of the \$0.25 ConnectCard stored value discount, elimination of the \$1.00 transfer charge and introduction of rolling monthly and weekly passes (2021 Proposed Fare Policy Changes). The proposed 2021 Fare Policy Changes are further detailed on Exhibit "A" attached to the resolution.

The resolution authorizes the Authority to proceed with a formal public comment period, including a public hearing, for the 2021 Proposed Fare Policy Changes.

3/26/21  
A. Ogoreuc

**RESOLUTION**

WHEREAS, Port Authority of Allegheny County (Authority) provides public transportation services within and for Allegheny County pursuant to the Second Class County Port Authority Act, as amended; and

WHEREAS, the Authority retained an outside consultant in 2019 to assist it in gathering public input, reviewing other transit agency fare policies and structures and to develop potential further changes to the Authority's fare policy and structure to make it more efficient, user friendly and attract increased ridership; and

WHEREAS, based upon this review effort, Authority is now considering various fare policy and structure changes for future implementation as detailed on Exhibit "A" to this resolution (2021 Proposed Fare Policy Changes); and

WHEREAS, in order to communicate with, and to receive the input of, Authority customers, other stakeholders and the general public concerning the Proposed 2021 Fare Policy Changes, the Authority seeks

to conduct a formal public comment period by which customers and the public will be given the opportunity to submit written comments to the Authority; and

WHEREAS, the public comment period for the 2021 Proposed Fare Policy Changes would be for a period of forty days and would include a formal public hearing; and

WHEREAS, upon due consideration, Authority's Board approves proceeding with the proposed public comment period, including a formal public hearing.

NOW, THEREFORE, BE IT RESOLVED, that Authority's chief executive officer, chief financial officer, communications officer and/or chief development officer be, and they hereby are, authorized to proceed with a forty day public comment period commencing on March 26, 2021 and ending on May 5, 2021, which will include at least one public hearing, in a form and manner approved by counsel, to consider the 2021 Proposed Fare Policy Changes detailed more fully on Exhibit "A" to this resolution and to take any and all other actions necessary and proper to carry out the purpose and intent of this resolution.

b. Notes:

- i. *As proposed, all fare changes proposed would take effect no sooner than July 1, 2021, subject to completion of necessary software updates, successful testing, and implementation;*
- ii. *All fares applicable to all Port Authority transportation modes excluding U-Pass participants or other contractual fare agreements*
- iii. *The ACCESS Half Fare Card and ACCESS paratransit fares have no proposed changes.*
- iv. *In January 2019, Port Authority entered into a three-year agreement with Four Nines Technologies to provide fare model development and related Title VI Fare Equity Analysis Services for an amount not to exceed \$210,000.*

## II. COMMUNICATIONS

Port Authority first introduced the proposal at its Board and committee meetings in March of 2021 prompting coverage in a number of media outlets.

Detailed information about proposed fare changes officially became available at the March 18, 2021 Planning & Stakeholder Relations Committee meeting and was posted on portauthority.org shortly thereafter on a special page that provided an overview of the proposal. Additional media coverage resulted.

### i. Advertisements

Advertisements/notices about the proposed changes and public hearing/comment period were published in the Pittsburgh Post-Gazette, in the New Pittsburgh Courier, and online.

#### 1. Newspaper

- a. Pittsburgh Post-Gazette
  - i. Sunday April 4, 2021
  - ii. Sunday April 11, 2021
  - iii. Thursday April 15, 2021

*(See Exhibit B for Tear Sheets of Advertisements)*

*(See Exhibit C for Affidavit of Distribution)*

- b. New Pittsburgh Courier
  - i. Wednesday – Tuesday April 7-13, 2021

*(See Exhibit D for Tear Sheet of Advertisement)*

#### 2. Online

- a. Facebook

*(See Exhibit E for Facebook Advertisements)*

- i. Q&A Session (Facebook Ad 1): \$100
- ii. Public Comment Session 1 (Facebook Ad 2): \$300
- iii. Public Comment Session 2 (Facebook Ad 3): \$300
- iv. Public Comment Session 3 (Facebook Ad 4): \$300

### ii. External Relations

An informational email *(See Exhibit E)* about the Public Hearings was shared with over 40 organizations and businesses in the region including but not limited to the members of the Port Authority of Allegheny County's Stakeholder's Committee:

1. Department of City Planning
2. Pittsburgh Community Reinvestment Group
3. Pittsburgh Downtown Partnership

4. BikePgh
5. Airport Corridor Transportation Association
6. Sustainable Pittsburgh
7. Local Government Academy
8. PUMP
9. Department On Mobility and Infrastructure
10. Pittsburghers for Public Transit
11. CONNECT
12. Heinz Endowments
13. Carnegie Melon University
14. Allegheny County Economic Development
15. Sustainability and Resilience Office
16. Office of Equity

iii. Question & Answer

Thursday, April 15 from 6:00 PM to 7:30 PM, Port Authority held a Question & Answer session through Microsoft Teams to address questions about the proposed fare change.

### III. PUBLIC COMMENT PROCESS

#### i. Website

Beginning March 26, 2021 and ending on May 5, 2021, members of the public could review the proposed fare changes and submit comments through the Port Authority website at [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021)

Upon visiting the Port Authority homepage, visitors were encouraged to view the proposed changes. (See Exhibit F for Homepage)

#### 1. Website Content:

Port Authority of Allegheny County has announced the following proposed fare changes. Scroll down for information on how to provide your comments.

Current Product	Price	Proposed Product	Price
Stored Value Full Fare	\$2.50	Stored Value Full Fare	\$2.75
Stored Value Half Fare	\$1.25	Stored Value Half Fare	\$1.35
Single Trip	\$2.50	Eliminated	N/A
Single Trip w/Transfer	\$3.50	Eliminated	N/A
	Currently not available	3 Hour Pass Full Fare	\$2.75
	Currently not available	3 Hour Pass Half Fare	\$1.35
Day Pass	\$7	Day Pass	\$7
10 Trip Full Fare Pass	\$25.00	Eliminated	N/A
10 Trip Half Fare Pass	\$12.50	Eliminated	N/A
Electronic Transfers	\$1.00	Eliminated	N/A
Calendar Weekly Full Fare	\$25	Calendar Weekly Full Fare*	\$25
Calendar Weekly Half Fare	\$12.50	Calendar Weekly Half Fare*	\$12.50
	Currently not available	7 Day Pass Full Fare	\$25
	Currently not available	7 Day Pass Half Fare	\$12.50
Calendar Monthly Full Fare	\$97.50	Calendar Monthly Full Fare*	\$97.50
Calendar Monthly Half Fare	\$48.75	Calendar Monthly Half Fare*	\$48.75
	Currently not available	31 Day Pass Full Fare	\$97.50
	Currently not available	31 Day Pass Half Fare	\$48.75
Annual Pass	\$1,072.50	Annual Pass	\$1,072.50
Connect Card Fee	\$1	Connect Card Fee	\$1
Incline Tickets:			
Single Trip Full Fare	\$2.50	Eliminated	N/A
Kids Single Trip	\$1.25	Eliminated	N/A

Current Product	Price	Proposed Product	Price
<b>3 Hour Round Trip Full Fare</b>	<b>\$3.50</b>	<b>3 Hour Round Trip Full Fare</b>	<b>\$2.75</b>
<b>3 Hour Round Trip Kids Fare</b>	<b>\$1.75</b>	<b>3 Hour Round Trip Kids Fare</b>	<b>\$1.35</b>
<b>Transit Day Round Trip Full Fare</b>	<b>\$5</b>	<b>Eliminated</b>	<b>N/A</b>
<b>Kids Transit Day Round Trip</b>	<b>\$2.50</b>	<b>Eliminated</b>	<b>N/A</b>

2. **Comment Section** (See Exhibit G for a Website Comment Section)

ii. Phone

Beginning March 26, 2021 and ending on May 5, 2021, members of the public could leave a message on a recorded line by calling 412-566-5525.

iii. Written Comment

1. **Mail**

Written comment could have been sent to Port Authority of Allegheny County, Attn: 2021 Fare Proposal, 345 Sixth Avenue, Third Floor, Pittsburgh, PA 15222. All comments must have been received at the above address by the close of business on May 5, 2021.

2. **Fare Change Brochure/Comment Card** (See Exhibit H for Fare Change Brochure)

Fare Change Brochures, which featured a section to provide comment and business reply postage, were available. 9,000 brochures were printed.

700 brochures were distributed to 7 Bus Stops Drop Box locations and the remaining 8,300 brochures were placed at the larger schedule racks throughout the system including at certain Giant Eagle and Goodwill locations and the Service Center.

a. Giant Eagle & Goodwill Locations

- i. Bloomfield Community Market  
4401 Liberty Ave Pittsburgh Pa 15224
- ii. Brentwood Giant Eagle  
600 Towne Square Way Pittsburgh, PA 15227
- iii. Bethel Park Giant Eagle  
5055 Library Rd Bethel Park, PA 15102
- iv. Bridgeville Giant Eagle  
1025 Washington Pike Bridgeville, PA 15017
- v. Brighton Heights Giant Eagle  
4110 Brighton Rd Pittsburgh, PA 15212
- vi. Aliquippa Giant Eagle  
3113 Green Garden Rd Aliquippa, PA 15001

- vii. Cedar Avenue Giant Eagle  
*318-320 Cedar Ave Pittsburgh PA 15212*
- viii. Camp Horne Giant Eagle  
*132 Ben Avon Heights Rd Pittsburgh, PA 15237*
- ix. Caste Village Giant Eagle  
*5260 Grove Rd Pittsburgh, PA 15236*
- x. Cochran Road Giant Eagle  
*1717 Cochran Rd Pittsburgh, PA 15220*
- xi. Century Plaza Giant Eagle  
*9901 Mountainview Dr West Mifflin, PA 15122*
- xii. Crafton Giant Eagle  
*51 Walsh Rd Pittsburgh, PA 15205*
- xiii. Cheswick Goodwill  
*1306 Pittsburgh St Cheswick, PA 15024*
- xiv. Dormont Goodwill  
*2866 Banksville Rd Pittsburgh, PA 15216*
- xv. Cranberry Giant Eagle  
*20111 Route 19 Cranberry Twp, PA 16066*
- xvi. Edgewood Towne Centre Giant Eagle (Swissvale)  
*1705 S. Braddock Ave Pittsburgh, PA 15218*
- xvii. Elizabeth Giant Eagle  
*800 Mckeesport Rd Elizabeth, PA 15037*
- xviii. Gibsonia Giant Eagle  
*5600 William Flynn Hwy suite 400 Gibsonia, PA 15044*
- xix. Finleyville Giant Eagle  
*3701 Route 88 Finleyville, PA 15332*
- xx. Frankstown Road Giant Eagle  
*9001 Frankstown Rd Pittsburgh, PA 15235*
- xxi. Greenfield Giant Eagle  
*4250 Murray Ave Pittsburgh, PA 15217*
- xxii. Goodwill of Southwestern Pennsylvania  
*118 52nd St Pittsburgh, PA 15201*
- xxiii. Harmarville Giant Eagle Express  
*2611 Freeport Rd Pittsburgh, PA 15238*
- xxiv. Heidelberg Goodwill  
*1905 Washington St Heidelberg, PA 15106*
- xxv. Kennywood Giant Eagle  
*1356 Hoffman Blvd West Mifflin, PA 15122*
- xxvi. Kennedy Township Giant Eagle  
*1800 McKees Rocks Rd McKees Rocks, PA 15136*
- xxvii. Donaldson's Crossroads Giant Eagle  
*4700 Washington Rd McMurray, PA 15317*
- xxviii. Lawrenceville Goodwill  
*125 51st Pittsburgh, PA 15201*

- xxix. Market District South Hills  
*7000 Oxford Dr Pittsburgh PA 15102*
- xxx. Market District Shadyside  
*5550 Centre Ave Pittsburgh, PA 15232*
- xxxi. Market District Pine Township  
*155 Towne Centre Dr Wexford, PA 15090*
- xxxii. Leetsdale Giant Eagle  
*Quaker Village Shopping Center Leetsdale, PA 15056*
- xxxiii. McIntyre Square Giant Eagle  
*8080 McIntyre Square Dr. Pittsburgh PA 15237*
- xxxiv. McKeesport Giant Eagle  
*3812 O'Neil Blvd Mckeesport, PA 15132*
- xxxv. Monroeville Giant Eagle  
*4010 Monroeville Blvd Monroeville, PA 15146*
- xxxvi. Monroeville Goodwill  
*2604 Monroeville Blvd Monroeville, PA 15146*
- xxxvii. Murrysville Goodwill  
*4612 William Penn Hwy, Murrysville PA 15668*
- xxxviii. Moon Township Giant Eagle  
*5990 University Blvd Suite 4 Coraopolis, PA 15108*
- xxxix. Murrysville Giant Eagle  
*4810 Old William Penn Hwy Export, PA 15632*
- xl. Natrona Heights Goodwill  
*4005 Freeport Rd Natrona Heights, PA 15065*
- xli. Parkway Center Mall Giant Eagle  
*1165 McKinney Ln Pittsburgh, PA 15220*
- xl.ii. North Versailles Giant Eagle  
*1701 Lincoln Hwy N. Versailles, PA 15137*
- xl.iii. North Versailles Goodwill  
*294 Lincoln Hwy North Versailles, PA 15137*
- xl.iiii. New Kensington Giant Eagle  
*200 Tarentum Bridge Rd New Kensington PA 15068*
- xl.v. Robinson Goodwill  
*3 Urbano Way Robinson Twp, PA 15205*
- xl.vi. Peoples Grocery  
*5136 Penn Ave Pittsburgh PA 15224*
- xl.vii. Ross Goodwill  
*7221 McKnight Rd Pittsburgh, PA 15237*
- xl.viii. Shadyside Goodwill  
*5993 Centre Ave Pittsburgh, PA 15206*
- xl.ix. Seven Fields Giant Eagle  
*206 Seven Fields Blvd Seven Fields, PA 16046*
- l. Shaler Giant Eagle  
*1671 Butler Plank Rd Glenshaw PA 15116*

- li. Shakespeare Street Giant Eagle  
*6320 Shakespear St Pittsburgh, PA 15206*
- lii. Settlers Ridge Giant Eagle  
*100 Settlers Ridge Center Dr. Pittsburgh, PA 15205*
- liii. Squirrel Hill Giant Eagle  
*1901 Murray Ave Pittsburgh, PA 15217*
- liv. South Side Giant Eagle  
*2021 Wharton St Pittsburgh PA 15203*
- lv. South Fayette Giant Eagle (New)  
*3239 Washington Pike Bridgeville, PA 15017*
- lvi. South Side Goodwill  
*2700 East Carson St Pittsburgh, PA 15203*
- lvii. Verona Giant Eagle  
*200 Allegheny River Blvd, Verona PA 15147*
- lviii. Waterfront Giant Eagle  
*420 E. Waterfront Dr. Homestead, PA 15120*
- lix. West Mifflin Goodwill  
*2212 Mountain View Dr, West Mifflin, PA 15122*
- lx. Wexford Giant Eagle  
*9805 McKnight Rd Pittsburgh, PA 15237*
- lxi. White Oak Giant Eagle  
*2001 Lincoln Way White Oak, PA 15131*
- lxii. Waterworks Giant Eagle  
*910 Freepport Rd Pittsburg, PA 15238*
- lxiii. Wilksburg Giant Eagle  
*254 Yost Blvd Pittsburgh, PA 15221*
- lxiv. West View Giant Eagle  
*1029 West View Park Dr West View, PA 15229*
- lxv. Rodi Road Giant Eagle  
*230 Rodi Rd Pittsburgh, PA 15235*

b. Bus Stop Drop Box (See Exhibit I for Drop Box Decal)

Drop box locations and comment cards were placed in higher equity census areas where the Port Authority was still seeing significant bus boarding activity during to the pandemic.

- i. East Busway at Swissvale Station A
- ii. East Busway at Wilksburg Station C
- iii. Lysle Blvd. at McKeesport Transportation Center
- iv. West Busway at Sheraden Station C
- v. SHJ Bus Turnaround Shelter
- vi. Library Pl at Duquesne Blvd. FS
- vii. Fallowfield Station (Inbound)

iv. Public Hearings

Port Authority conducted three public hearings over Microsoft Teams.

Throughout the public hearings, there were 33 total commenters.

The hearings were covered by most major media outlets, including, but not limited to Pittsburgh Post-Gazette, KDKA-TV, WTAE-TV, WPXI-TV and others.

Members of the public were asked to register in advance in order to speak at the meetings.

American Sign Language interpreters were present and translated throughout each meeting.

**1. Fare Hearing #1: April 22, 2021 1:00 pm – 4:00 pm**

a. Board Attendees:

- i. Jen Liptak
- ii. Stephanie Turman
- iii. Ann Ogoreuc
- iv. John Tague
- v. Michelle Zmijanac
- vi. Representative Austin Davis
- vii. Jessica Walls-Lavelle

**2. Fare Hearing #2: April 30, 2021 9:00 am – 12:00 pm**

a. Board Attendees:

- i. Jen Liptak
- ii. Jessica Walls-Lavelle
- iii. Senator Brewster
- iv. Stephanie Turman
- v. Jeff Letwin
- vi. Anne Ogoreuc
- vii. John Tague
- viii. Michelle Zmijanac

**3. Fare Hearing #3: May 4, 2021 4:00 pm – 7:00 pm**

a. Board Attendees:

- i. Jen Liptak
- ii. Stephanie Turman
- iii. Jeff Letwin
- iv. Ann Ogoreuc
- v. John Tague
- vi. Michelle Zmijanac

#### IV. PUBLIC COMMENT RESPONSE SUMMARY

(See Exhibit K for detailed Comment Details by Medium)

Comment Medium	Fare Change		Rolling Passes		3 Hour/ No Transfers		Total Commenters
	Positive	Negative	Positive	Negative	Positive	Negative	
Online	4	36	11	0	8	3	72
Fare Hearing 1	2	5	2	0	1	0	16
Fare Hearing 2	1	3	1	0	1	0	6
Fare Hearing 3	0	7	0	0	1	0	11
Written	0	0	1	0	2	0	5
Voicemail	0	1	1	0	1	0	3
	<b>7</b>	<b>52</b>	<b>16</b>	<b>0</b>	<b>14</b>	<b>3</b>	<b>113</b>

An appendix containing full transcripts and comments is available upon request.

**Notes:** For each fare proposal, there was often feedback from riders on why they either agreed or disagreed with proposals. These comments are broadly summarized below:

- a. Fare Change:
  - i. Positive: Riders should be deterred from paying with cash because it hinders efficiency
  - ii. Negative: Fares are already some of the highest in the country. Fares should not be raised, particularly during a pandemic.
- b. Rolling Passes:
  - i. Positive: This change is very helpful but this proposal does not go far enough to help low-income and cash riders.
- c. 3 Hour/No Transfer:
  - i. Positive: This change is very helpful this proposal does not go far enough to help low-income and cash riders.
  - ii. Negative: Travel and wait time between buses could take longer than 3 hours.
- d. Most comments were in favor of PPT's "Fair Fares" program or reduced fares generally and for reduced fares for low-income communities

**V. EXHIBITS**

<b>Exhibit A: FY 2022 Fare Structure Changes</b>	Page 13
<b>Exhibit B: Pittsburgh Post-Gazette Advertisements</b>	Page 16
<b>Exhibit C: Pittsburgh Post-Gazette Affidavit of Distribution</b>	Page 20
<b>Exhibit D: New Pittsburgh Courier Advertisement</b>	Page 22
<b>Exhibit E: Email to Stakeholders</b>	Page 24
<b>Exhibit F: Facebook Advertisements</b>	Page 27
<b>Exhibit G: Website Homepage</b>	Page 30
<b>Exhibit H: Website Comment Section</b>	Page 32
<b>Exhibit I: Drop Box Decal</b>	Page 34
<b>Exhibit J: Fare Change Brochure/Comment Card</b>	Page 36
<b>Exhibit K: Public Comment Details by Medium</b>	Page 39

**Exhibit A:**  
**FY 2022 Proposed Fare**  
**Structure Changes**

## FY 2022 Fare Structure Changes

Current Product/Pricing		Proposed Product/Pricing		
Stored Value Full Fare	2.50	Stored Value Full Fare	2.75	
Stored Value Half Fare	1.25	Stored Value Half Fare	1.35	
Single Trip	2.50	Eliminated	N/A	
Single Trip w/Transfer	3.50	Eliminated	N/A	
	Currently not available	3 Hour Pass Full Fare	2.75	
	Currently not available	3 Hour Pass Half Fare	1.35	
Day Pass	7.00	Day Pass	7.00	
10 Trip Full Fare Pass	25.00	Eliminated	N/A	
10 Trip Half Fare Pass	12.50	Eliminated	N/A	
Electronic Transfers	1.00	Eliminated	N/A	
Calendar Weekly Full Fare	25.00	Calendar Weekly Full Fare	25.00	Via Corporate Web Portal Only
Calendar Weekly Half Fare	12.50	Calendar Weekly Half Fare	12.50	Via Corporate Web Portal Only
	Currently not available	7 Day Pass Full Fare	25.00	
	Currently not available	7 Day Pass Half Fare	12.50	
Calendar Monthly Full Fare	97.50	Calendar Monthly Full Fare	97.50	Via Corporate Web Portal Only
Calendar Monthly Half Fare	48.75	Calendar Monthly Half Fare	48.75	Via Corporate Web Portal Only
	Currently not available	31 Day Pass Full Fare	97.50	
	Currently not available	31 Day Pass Half Fare	48.75	
Annual Pass	1,072.50	Annual Pass	1,072.50	
Connect Card Fee	1.00	Connect Card Fee	1.00	
Incline Tickets:				
Single Trip Full Fare	2.50	Eliminated	N/A	
Kids Single Trip	1.25	eliminated	N/A	
3 Hour Round Trip Full Fare	3.50	3 Hour Round Trip Full Fare	2.75	

3 Hour Round Trip Kids Fare	1.75	3 Hour Round Trip Kids Pass	1.35
Transit Day Round Trip full fare	5.00	Eliminated	N/A
Kids Transit Day Round Trip	2.50	Eliminated	N/A

\*Notes: (1) As proposed, all fare structure changes proposed would take effect no sooner than July 1, 2021, subject to completion of necessary software updates, successful testing and implementation; (2) All fares applicable to all Port Authority transportation modes excluding U-Pass participants and other contractual fare agreements; and (3) The ACCESS Half Fare Card and ACCESS paratransit fares have no changes.

**Exhibit B:**  
**Pittsburgh Post-Gazette**  
**Advertisements**

## Public Hearing & Comment Period for Fare Policy Change Proposal

Port Authority of Allegheny County will hold a series of public hearings to receive public comment on a fare policy proposal. If approved, the changes would take effect as soon as feasible in Port Authority fiscal year 2022, which begins on July 1, 2021. Comments and testimony will be collected for the revised fare policy proposal during three online and telephonic hearing sessions.

**Thursday, April 22, 2021**  
1 pm to 12 pm — Receipt of public comment  
Register: [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021)  
or 412.442.2000

**Friday, April 30, 2021**  
9 am to 12 pm — Receipt of public comment  
Register: [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021)  
or 412.442.2000

**Tuesday, May 4, 2021**  
4 pm to 7 pm — Receipt of public comment  
Register: [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021)  
or 412.442.2000

Oral testimony will be limited to three minutes per speaker. Port Authority will provide an American Sign Language interpreter at all hearings. Additional hearings will be scheduled with interpreters for Spanish speakers. All hearings will be recorded and transcribed by a court reporter and made part of Port Authority's official records.

The public comment period for the proposed fare changes formally began on Friday March 26, 2021. In addition to public comment/testimony received orally at the hearings, comments on the proposed fare changes are also being accepted online at [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021). Comments may also be submitted by mail at **Port Authority, Attn: 2021 Fare Proposal, Heinz 57 Center, 345 Sixth Avenue, Third Floor, Pittsburgh PA 15222** or by calling **412.566.5525** and leaving a message on a recorded line.

The deadline for receipt of comments is Wednesday, May 5, 2021 at 4 pm.

For more information, call Customer Service at **412.442.2000** (TTY 412.231.7007) or visit [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021).

### Port Authority of Allegheny County Current and Proposed Fare Structure/Policy Changes\*

#### Exhibit A - Proposed 2021 Fare Policy Changes

Current Product/Pricing	Proposed Product/Pricing
Stored Value Full Fare 2.50	Stored Value Full Fare 2.75
Stored Value Half Fare 1.25	Stored Value Half Fare 1.35
Single Trip 2.50	Eliminated N/A
Single Trip w/Transfer 4.50	Eliminated N/A
Commuter fare available	3 Hour Pass Full Fare 2.75
	3 Hour Pass Half Fare 1.35
Day Pass 7.00	Day Pass 7.00
10 Trip Full Fare Pass 25.00	Eliminated N/A
10 Trip Half Fare Pass 12.50	Eliminated N/A
Electronic Transfers 3.00	Eliminated N/A
Calendar Weekly Full Fare 25.00	Calendar Weekly Full Fare 25.00
Calendar Weekly Half Fare 12.50	Calendar Weekly Half Fare 12.50
Commuter fare available	7 Day Pass Full Fare 25.00
	7 Day Pass Half Fare 12.50
Calendar Monthly Full Fare 97.50	Calendar Monthly Full Fare 97.50
Calendar Monthly Half Fare 48.75	Calendar Monthly Half Fare 48.75
Commuter fare available	31 Day Pass Full Fare 97.50
	31 Day Pass Half Fare 48.75
Annual Pass 1,072.00	Annual Pass 1,072.00
Contact Card Fee 1.00	Contact Card Fee 1.00
<b>Indirect FARES</b>	
Single Trip Full Fare 2.50	Eliminated N/A
Ride Single Trip 1.25	Eliminated N/A
3 Hour Round Trip Full Fare 3.50	3 Hour Round Trip Full Fare 2.75
3 Hour Round Trip Kids Fare 1.75	3 Hour Round Trip Kids Fare 1.35
Round Trip Full Fare 5.00	Eliminated N/A
Ride Round Trip Full Fare 2.50	Eliminated N/A

\*Note: (1) All proposed 2021 fare changes proposed would take effect no earlier than July 1, 2021, subject to completion of necessary administrative, contractual, funding and implementation (2) All fees applicable to all Port Authority recreational facility facilities. (3) Passes purchased in other contractual fare agreements.

## Merkel backs 'short, uniform lockdown' across Germany

The Associated Press

BERLIN — German Chancellor Angela Merkel on Wednesday threw her weight behind a "short, uniform lockdown" as the country grapples with a high level of coronavirus cases fueled by the spread of a more contagious variant first detected in Britain.

German state governors, who are responsible for imposing and lifting virus restrictions, have taken different approaches lately. Some have continued to back limited reopening steps while others advocate a stricter shutdown.

Armin Laschet, a governor who also leads Ms. Merkel's conservative party, called this week for a vaguely defined 2-to-3 week "bridge lockdown" to control infections while Germany steps up a so-far slow vaccination campaign.

Mr. Laschet also called for a meeting between Ms. Merkel and governors to coordinate restrictions to be moved up from next Monday, but hit resistance from his colleagues. Merkel spokeswoman Ulrike Demmer said Wednesday there is "no majority" for that.

But Ms. Demmer said "every call for a short, uniform lockdown is right." She said figures on new cases aren't particularly good at the moment, because of lower testing and reporting over Easter, but a rapid rise in the number of occupied intensive-care beds "speaks a very clear language."

"Joint action would be desirable," she stressed. "The diversity of the rules that have been agreed on isn't contributing at the moment to safety and acceptance."

Ms. Merkel and the 16 state governors confer every few weeks on coronavirus measures. Those sometimes approving and ill-conceived get-togethers have drawn



The otherwise lively Gonesplatz square in Koblenz's old town is deserted April 1 in Koblenz, Germany. Due to the pandemic, there is a general curfew in Koblenz starting at 10 p.m.

increasing criticism, particularly as governors have frequently taken different approaches to implementing what they agree on.

Last month, Ms. Merkel and the governors sparred for hours before announcing unexpected plans for a five-day Easter shutdown. Ms. Merkel then dumped the plans less than 36 hours later after concluding they were unworkable and apologized to Germans.

Meanwhile, Germany's Sept. 26 general election is casting a shadow. Many have viewed the lockdown proposal from Mr. Laschet, the governor of North Rhine-Westphalia, as a result of speculation over whether he or Bavarian governor Markus Söder will become the center-right candidate to succeed Ms. Merkel.

Mr. Laschet has often advocated allowing more businesses to open, and Ms. Merkel recently criticized his state for failing to keep to the rules that had been agreed upon. Mr. Söder has consistently advocated tougher restrictions. At present, polls suggest that voters are considerably more impressed by Mr. Söder. A decision on the

candidate is expected by late May.

Mr. Söder told ZDF television Tuesday that he and Ms. Merkel had always backed Mr. Laschet's latest position, "and everyone who joins in, I think that's great."

Germany's infection rate is currently lower than that of several neighboring countries, but it is still more than twice the maximum 50 new cases per 100,000 residents the government would like to see.

The country has recorded 2.9 million cases and 77,400 deaths from or with COVID-19 since the pandemic began. It has given a first vaccine dose to 13% of its total population of 83 million, while 3.6% have received two doses. Officials hope vaccinations will accelerate this month.

In addition to vaccines already ordered, Mr. Söder said the Bavarian government plans to sign a preliminary contract Wednesday with a company in the town of Herten that would allow it to get 2.5 million doses of the Russian Sputnik V vaccine, probably in July — if the shot is approved by the European Medicines Agency.

## Want Renters?

Pittsburgh landlords, there's never been a better time to join the Housing Choice Voucher Program from the Housing Authority of the City of Pittsburgh.

Get guaranteed monthly rent and choose your own rate and choose your own tenants.

We'll even list your properties free. So join the program today to get a signing bonus up to \$1,500.

## Housing Choice Voucher Program

For more information contact Aly Reid at 412-961-1651.

Caster D. Binion  
Executive Director [hacp.org/hcv](http://hacp.org/hcv)



## CDC wants more data before making decisions on J&J shots

**VACCINE** FROM A-1

could be restarted, panel members said they wanted more information on the risks, cause and frequency of the rare brain blood clots. When the panel reconvenes, they could vote at that time to continue an overall pause or pause use for certain age groups or people.

"We are very fortunate because we have multiple other alternatives in the U.S. to help stop this pandemic. We have very good, well-proven alternatives where we are not seeing safety signals," said Helen Keppel Talbot, an associate professor of medicine at Vanderbilt University and a member of the committee. "I think that puts us in a little bit of a different position and we can be much more cautious and thoughtful and use the old model of, 'First, do no harm.'"

The vaccine has been viewed as a powerful tool for building immunity among vulnerable communities, such as homeless people or people who may not be able to return for a second shot. The decision will also almost certainly reverberate around the globe.

The vaccine was a large part of the U.S. vaccination strategy, and the drugmaker has delayed the rollout of its vaccine in Europe as the investigation continues. South Africa suspended use of the vaccine.

"The extension of the pause will invariably result in the fact that the most vulnerable individuals in the United States who were prime candidates for the Johnson & Johnson vaccine will remain vulnerable. The most at risk will remain at risk, and those who would benefit immediately from vaccination will remain unvaccinated for an unknown period of time," said Nirav



Without Line/Associated Press

A sign at Miami Dade College North campus announces the FEMA vaccination center at the college will only be giving out second doses of the Pfizer COVID-19 vaccine, instead of the Johnson & Johnson vaccine, Wednesday in Miami.

Shah, director of the Maine Center for Disease Control and Prevention. "That would come at a period where the United States is still lagging 5,000 deaths in the past seven days across the country, at a time when there were 80,000 new cases just in the past seven days."

A CDC official and an executive from Johnson & Johnson described the six cases in the greatest detail yet. All of the women were White, and only one person was taking hormonal contraceptives that can cause blood clots, suggesting that was not the reason for the clots.

Tom Shimabukuro, of the vaccine safety team at CDC, explained the rare, severe clots were especially alarming because they were accompanied by low levels of blood cells involved in clotting — a combination virtually unheard of among healthy, young people.

"We have a picture where we have clots forming in large [blood] vessels in the presence of low platelets, so it's kind of a paradox here," Dr. Shimabukuro said. "This is unusual — it usually doesn't happen." The combination has also

been seen — rarely — among people who received vaccine developed by AstraZeneca and University of Oxford. Four of those vaccine recipients were treated with heparin initially, an anticoagulant that is not recommended because the events closely resemble an immune-triggered reaction to the drug that could worsen the clots.

Some of the women had blood clots in other parts of their body, and Dr. Shimabukuro said the agency would cast a wider net in looking for clotting accompanied by low levels of platelets.

In a company presentation, Aron Marav, chief medical officer for Janssen, the division of Johnson & Johnson that developed the vaccine, also presented data on two cases of clots in people who received vaccine in the clinical trial, one of whom was a 25-year-old man with a hallmark of the symptoms.

"To like to reiterate that, based on the current data, Johnson & Johnson believes the overall benefit-risk profile for a vaccine is positive across the population for which it is authorized," Mr. Marav said.

## Public Hearing & Comment Period for Fare Policy Change Proposal

Port Authority of Allegheny County will hold a series of public hearings to receive public comment on a fare policy proposal. If approved, the changes would take effect as soon as feasible in Port Authority fiscal year 2022, which begins on July 1, 2021. Comments and testimony will be collected for the revised fare policy proposal during three online and telephonic hearing sessions:

### Thursday, April 22, 2021

1 pm to 4 pm — Receipt of public comment  
Register: [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021)  
or 412.442.2000

### Friday, April 30, 2021

9 am to 12 pm — Receipt of public comment  
Register: [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021)  
or 412.442.2000

### Tuesday, May 4, 2021

4 pm to 7 pm — Receipt of public comment  
Register: [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021)  
or 412.442.2000

Oral testimony will be limited to three minutes per speaker. Port Authority will provide an American Sign Language interpreter at all hearings. Additional hearings will be scheduled with interpreters for Spanish speakers. All hearings will be recorded and transcribed by a court reporter and made part of Port Authority's official records.

The public comment period for the proposed fare changes formally began on Friday March 26, 2021. In addition to public comment/testimony received orally at the hearings, comments on the proposed fare changes are also being accepted online at [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021). Comments may also be submitted by mail at Port Authority, Attn: 2021 Fare Proposal, Heinz 57 Center, 345 Sixth Avenue, Third Floor, Pittsburgh PA 15222 or by calling 412.566.5525 and leaving a message on a recorded line.

The deadline for receipt of comments is Wednesday, May 5, 2021 at 4 pm.

For more information, call Customer Service at 412.442.2000 (TTY 412.231.7007) or visit [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021).

### Port Authority of Allegheny County Current and Proposed Fare Structure/Policy Changes\* Exhibit A - Proposed 2021 Fare Policy Changes

Current Product/Pricing	Proposed Product/Pricing		
Stored Value Full Fare	2.50	Stored Value Full Fare	2.75
Stored Value Half Fare	1.25	Stored Value Half Fare	1.35
Single Trip	2.50	Eliminated	N/A
Single Trip w/Transfer	3.00	Eliminated	N/A
Quarterly full fare	3 Hour Pass Full Fare	2.75	
Quarterly half fare	3 Hour Pass Half Fare	1.35	
Day Pass	7.00	Day Pass	7.00
10 Trip Full Fare Pass	25.00	Eliminated	N/A
10 Trip Half Fare Pass	12.50	Eliminated	N/A
Eliminated	7.00	Eliminated	N/A
Calendar Weekly Full Fare	23.00	Calendar Weekly Full Fare	25.00
Calendar Weekly Half Fare	12.50	Calendar Weekly Half Fare	12.50
Eliminated	7 Day Pass Full Fare	15.00	
Eliminated	7 Day Pass Half Fare	7.50	
Calendar Monthly Full Fare	87.00	Calendar Monthly Full Fare	97.50
Calendar Monthly Half Fare	43.75	Calendar Monthly Half Fare	48.75
Eliminated	21 Day Pass Full Fare	35.00	
Eliminated	21 Day Pass Half Fare	17.50	
Annual Pass	1,072.50	Annual Pass	1,072.50
Unloaded Card Fee	1.00	Unloaded Card Fee	1.00
Unloaded Tablets			
Single Trip Full Fare	2.50	Eliminated	N/A
Half Single Trip	1.25	Eliminated	N/A
3 Hour Round Trip Full Fare	3.50	3 Hour Round Trip Full Fare	3.75
3 Hour Round Trip Half Fare	1.75	3 Hour Round Trip Half Fare	1.35
Round Trip Full Fare	5.00	Eliminated	N/A
Round Trip Day Round Trip	7.00	Eliminated	N/A

\*Note: (1) An approval of fare changes requires input from other relevant stakeholders. (2) Subject to the availability of resources. (3) Fare changes are subject to the availability of resources. (4) Fare changes are subject to the availability of resources. (5) Fare changes are subject to the availability of resources.

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One coupon code per customer, one coupon code per order.  
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**Exhibit C:**  
**Pittsburgh Post-Gazette**  
**Affidavit of Distribution**

# Pittsburgh Post-Gazette

2201 Sweeney Drive  
Clinton, Pennsylvania 15026

## AFFIDAVIT OF DISTRIBUTION

STATE OF: PENNSYLVANIA

COUNTY OF: ALLEGHENY

CITY OF: PITTSBURGH

I, SAMUEL J. ARBUTINA, being duly sworn on oath says he is and during all times herein stated has been the publisher of the publisher's designated agent in charge of the publication known as

PITTSBURGH POST-GAZETTE ("Publisher")

and has full knowledge of the facts herein stated as follows: Print Advertising was distributed in April -2021 in accordance with the campaign dates indicated below

### Port Authority of Allegheny County Order # 98785

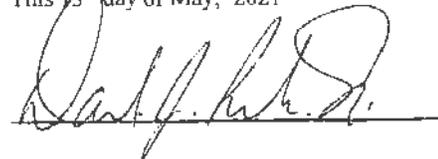
4/04/21 Ad # 4237644 \* 1/2 Page Vertical (3 x 19.75) ROP Print Advertisement (Main News)  
4/08/21 Ad # 4237792 \* 1/2 Page Vertical (3 x 19.75) ROP Print Advertisement (Main News)  
4/11/21 Ad # 4237794 \* 1/2 Page Vertical (3 x 19.75) ROP Print Advertisement (Main News)  
4/15/21 Ad # 4237793 \* 1/2 Page Vertical (3 x 19.75) ROP Print Advertisement (Main News)

By: 

**SAMUEL J. ARBUTINA**  
Credit Manager-Pittsburgh Post-Gazette

State of: Pennsylvania  
County of: Allegheny

Subscribed and sworn to before me  
This 13<sup>th</sup> day of May, 2021



Notary Seal:

Commonwealth of Pennsylvania - Notary Seal  
David J. Reber Sr., Notary Public  
Allegheny County  
My commission expires December 6, 2023  
Commission number 1238446  
Member, Pennsylvania Association of Notaries

Notary Public

**Exhibit D:**  
**New Pittsburgh Courier**  
**Advertisement**

## Public Hearing & Comment Period for Fare Policy Change Proposal

Port Authority of Allegheny County will hold a series of public hearings to receive public comment on a fare policy proposal. If approved, the changes would take effect as soon as feasible in Port Authority fiscal year 2022, which begins on July 1, 2021. Comments and testimony will be collected for the revised fare policy proposals during their online and telephonic hearing sessions.

**Thursday, April 22, 2021**  
1 pm to 4 pm – Receipt of public comment  
Register: [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021)  
or 412.442.2000

**Friday, April 30, 2021**  
9 am to 12 pm – Receipt of public comment  
Register: [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021)  
or 412.442.2000

**Tuesday, May 4, 2021**  
4 pm to 7 pm – Receipt of public comment  
Register: [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021)  
or 412.442.2000

Oral testimony will be limited to three minutes per speaker. Port Authority will provide an American Sign Language interpreter at all hearings. Additional hearings will be scheduled with interpreters for Spanish speakers. All hearings will be recorded and transcribed by a court reporter and made part of Port Authority's official records.

The public comment period for the proposed fare changes formally began on Friday March 26, 2021. In addition to public comment/testimony received orally at the hearings, comments on the proposed fare changes are also being accepted online at [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021). Comments may also be submitted by mail at Port Authority, Attn: 2021 Fare Proposal, Heinz 57 Center, 345 Sixth Avenue, Third Floor, Pittsburgh PA 15222 or by calling 412.568.5525 and leaving a message on a recorded line.

The deadline for receipt of comments is Wednesday, May 5, 2021 at 4 pm.

For more information, call Customer Service at 412.842.2800 (TTY 412.221.7007) or visit [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021).

### Port Authority of Allegheny County Current and Proposed Fare Structure/Policy Changes\* Exhibit A - Proposed 2021 Fare Policy Changes

Current Product/Pricing	Proposed Product/Pricing		
Student Metro Full Fare	2.50	Student Metro Full Fare	2.75
Student Metro Half Fare	1.25	Student Metro Half Fare	1.37
Single Trip	2.50	Eliminated	NA
Single Trip w/Transfer	2.50	Eliminated	NA
Commuter (see website)	3 (hour pass) Full Fare	2.75	
Commuter (see website)	3 (hour pass) Half Fare	1.34	
Day Pass	7.25	Day Pass	7.00
10 Day Full Fare Pass	59.00	Eliminated	NA
10 Day Half Fare Pass	29.50	Eliminated	NA
Electronic Transfer	1.00	Eliminated	NA

## American corporations forced to take sides in voting rights battle

By Barrington M. Salmon

For New Pittsburgh Courier

(Times/Edition Wire.com) —Ballotlines are being drawn across the country between those who oppose the voter suppression tactics exemplified by the Georgia legislature and voting and Civil Rights activists fighting against these draconian measures.

Last week, 72 Black executives signed an open letter challenging their corporate counterparts across the country to join the fight against a Republican-led campaign to pass a state of laws that would restrict voting access in as many as 37 states.

Kenneth Chenault, managing director and chairman of General Catalyst, a venture capital company and former CEO of American Express, said in a CNBC interview that what he and the Black colleagues had heard from corporations was that he characterized as "general statements about their support for voting rights and against voter suppression."

"But now we're asking, not these words are action," said Chenault, one of the organizers of the executive letter. "Corporations have to stand up—there is no middle ground," he and his colleagues said in the letter. "This is about all Americans having the right to vote. But we need to recognize the special history of the denial of a right to vote for Black Americans. And we will not be silent."

In interviews on CNN and CNBC, Chenault went further. "Fundamentally, if you can't oppose this legislation—that's the lifeblood for Black Americans—the right to vote. We can't be silent, and corporate America can't be silent. And if they can't speak out on this issue, what can they speak out on?" he said.

Corporations have been awakened. Last Friday, April 2, executives from about 200 companies stepped up to support the effort to protect voting, not just in Georgia but in the other states trying to suppress and manipulate the vote.

The companies released a statement that said in part: "...our elections are not improved when lawmakers impose bar-

riers. The laws restrict absentee and early voting and restrict the ability of African Americans and other people of color to vote.

Among the law's provisions are the imposition of new limitations on ballot drop boxes that limit their widespread deployment and allows for them to be placed in voting sites, require voters to submit their driver's li-

cence or state ID number as part of their vote-by-mail application. If they have neither, they must submit a photocopy or electronic image of an acceptable form of identification such as a passport, and criminalizing the act of providing food and/or water to voters waiting in line to vote.

But the most alarming part of the law, activists and advocates say, is the provision that gives state officials the authority to overrule county election board officials and allow Republicans to potentially disqualify voters in Democratic-dominated areas.

Kepp and his GOP counterparts have been defiant in criticism and actions against their opponents. In addition to the prospective boycotts of House Depts., Delta and Coca Cola, comes the announcement that Major League Baseball leaves is moving the All-Star game to another venue this summer. According to one league official, the state stands to lose as much as \$100 million because of what Kepp and other Republicans call "stated

and advancing strategies to fight back against the voter suppression measures.

Henderson said organizers in Georgia are definitively working together, testifying on the unjust nature of the legislation and participating in rallies to show the public the potential damage the law would be to the community at large and the African American community specifically.

"One thing we're doing is leaning on corporations which made grandiose statements after George Floyd and now are quiet," she said.

Brown and Henderson not that almost two dozen major corporations are headquartered in Georgia. They include Home Depot, UPS, Delta Airlines, AT&T, The Southern Company and the Coca Cola Company. Other major US companies who have also limited cooperation of the Georgia bills to the tune of \$7.4 billion include Comcast, CVS, Walmart, General Motors and Publix.

Research by Public Citizen, a consumer advocacy organization, has shown that since 2017, AFAT Connect, UnitedHealth Group, Walmart, and other big businesses have donated a combined \$60 million to state Republican lawmakers who are currently supporting voter suppression bills across the United States—grossing political spending activity with recent corporate efforts to rebrand as defenders of "voting rights."

Brown said corporations try to have a public face that is progressive, inclusive and identify with movements for justice, especially racial justice, but often stop short of supporting true racial justice. "Corporations have a responsibility. We work there, serve on boards and are actual consumers who consume \$100 billion, a part of Georgia's economy," she said in a television interview before the Georgia vote. "I think they have a civic responsibility. This is a prime opportunity for them to stand up, use their leverage, power and push and stop deals that will push back voter access in this Crown times."



KENNETH CHENAULT

**"Corporations have to stand up—there is no middle ground. This is about all Americans having the right to vote. But we need to recognize the special history of the denial of a right to vote for Black Americans. And we will not be silent."**

a statement that said in part: "...our elections are not improved when lawmakers impose bar-

riers. The laws restrict absentee and early voting and restrict the ability of African Americans and other people of color to vote.

# **Exhibit E:**

## **Email to Stakeholders**

**From:** Masciotra, Breen A <[BMasciotra@PortAuthority.org](mailto:BMasciotra@PortAuthority.org)>

**Sent:** Thursday, April 15, 2021 3:27 PM

**Subject:** Updates from PAAC

Greetings, stakeholder groups!

I'm writing to share the following important updates with you:

**(1) Port Authority of Allegheny County will hold a series of public hearings on a fare policy proposal.** If approved, the changes would take effect as soon as feasible in Port Authority fiscal year 2022, which begins on July 1, 2021.

Details regarding the proposed changes can be found at: [2021 Fare Proposal \(portauthority.org\)](https://portauthority.org/2021-Fare-Proposal)

Comments and testimony will be collected for the revised fare policy proposal during three online and telephonic hearing sessions:

Thursday, April 22, 2021

1 pm to 4 pm – Receipt of public comment

Friday, April 30, 2021

9 am to 12 pm – Receipt of public comment

Tuesday, May 4, 2021

4 pm to 7 pm – Receipt of public comment

Register for any of the above times at [2021 Fare Proposal \(portauthority.org\)](https://portauthority.org/2021-Fare-Proposal) or by calling 412.442.2000

In addition to the hearings, comments will also be taken online at [2021 Fare Proposal \(portauthority.org\)](#) and by sending comments to Port Authority of Allegheny County, Attn: 2021 Fare Proposal, 345 Sixth Avenue, Third Floor, Pittsburgh, PA 15222. All comments must be received at the above address by 4:00 pm on May 5, 2021.

Along with the public hearing dates mentioned above, Port Authority will be providing a public Question and Answer Session for those who may be interested in learning more about the proposed changes ahead of providing public comments. The public Question and Answer Session will take place:

Thursday, April 15, 2021

6 pm to 7:30 pm - Public Question and Answer Session

Register for this session at [2021 Fare Proposal \(portauthority.org\)](#) or by calling 412.442.2000

\*Please note that this meeting is not a public hearing and no official testimony will be received at the Question and Answer Session.

We hope that you will be able to join us. If you have any questions or concerns, please do not hesitate to contact me. We look forward to your participation.

# **Exhibit F: Facebook Advertisements**

### Q&A Session (Facebook Ad 1):

 **Port Authority**  
Published by Sarah Kastelic · 3d · 🌐

Do you have questions about how our fare proposal will impact you? Join Port Authority staff from 6pm to 7:30pm on Thursday, April 15 for a Q&A session to ask your questions and receive answers. For registration information and to learn more, visit [portauthority.org/fares2021](http://portauthority.org/fares2021)



**TODAY AT 6 PM EDT**  
**Port Authority Fare Proposal: Question and Answer Session**  
6 Going · 33 Interested

👍 20 💬 19 Comments

👍 Like    💬 Comment    ➦ Share

### Public Comment Session 1 (Facebook Ad 2):

 **Port Authority**  
Published by Sarah Kastelic · 3d · 🌐

Port Authority of Allegheny County will hold a series of public hearings to receive public comment on a proposal aimed at bringing greater equity and flexibility to the agency's fare system. Register in advance to provide your comments at one of three upcoming sessions, or find other ways to make sure your voice is heard by visiting [portauthority.org/fares2021](http://portauthority.org/fares2021)



**THU, APR 22 AT 1 PM EDT**  
**Port Authority Fare Proposal: Receipt of Public Comment - Session 1**  
5 Going · 36 Interested

👍 🙄 28 💬 15 Comments

👍 Like    💬 Comment    ➦ Share

**Public Comment Session 2 (Facebook Ad 3):**

 **Port Authority**  
Sponsored · 🌐

Port Authority of Allegheny County is holding a series of public hearings to receive public comment on a proposal aimed at bringing greater equity and flexibility to the agency's fare system. Register in advance to provide your comments at an upcoming session, or find other ways to make sure your voice is heard by visiting [portauthority.org/fares2021](http://portauthority.org/fares2021)



**FRI, APR 30 AT 9 AM**  
**Port Authority Fare Proposal: Receipt of...**

  2

 Like  Comment  Share

**Public Comment Session 3 (Facebook Ad 4):**

 **Port Authority**  
Sponsored · 🌐

Port Authority of Allegheny County is holding a series of public hearings to receive public comment on a proposal aimed at bringing greater equity and flexibility to the agency's fare system. Register in advance to provide your comments at an upcoming session, or find other ways to make sure your voice is heard by visiting [portauthority.org/fares2021](http://portauthority.org/fares2021)



**TUE, MAY 4 AT 4 PM**  
**Port Authority Fare Proposal: Receipt of...**

 Like  Comment  Share

# **Exhibit G:**

# **Website Homepage**

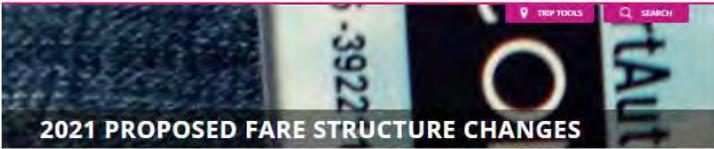


## Services



# **Exhibit H:**

# **Website Comment Section**



## 2021 PROPOSED FARE STRUCTURE CHANGES

Home » Fares and Passes Home » 2021 Fare Proposal

Port Authority of Allegheny County has announced the following proposed fare changes. You may scroll down to comment on the proposal.

	CURRENT CASH/CONNECTCARD	PROPOSED CASH/CONNECTCARD
BASE FARE	\$2.75/\$2.50	\$2.75/\$2.75
REDUCED FARE	\$1.35/\$1.25	\$1.35/\$1.35
TRANSFER	NA/\$1	NA/UNLIMITED FOR 3 HOURS
WEEKLY PASS	\$25, ACTIVE SUNDAY THROUGH SATURDAY	\$25, EXPIRES SEVEN DAYS AFTER FIRST USE
MONTHLY PASS	\$97.50, ACTIVE FROM THE FIRST DAY OF THE MONTH TO THE LAST DAY OF THE MONTH	\$97.50, EXPIRES 31 DAYS AFTER FIRST USE

### Provide Your Comment

First Name

Last Name

Address

Apartment, suite, etc.

City

State/province

ZIP/Postal code

Email

Comment

#### PortAuthority

##### Customer Service

412.442.2000

##### Connect With Us

[Contact/Feedback](#)  
[Community Involvement](#)  
[Lost and Found](#)

##### Business Center

[Doing Business with Us](#)  
[Adventure With Us](#)  
[Web Developer Resources](#)  
[Right to Know](#)

##### Inside Port Authority

[About Us](#)  
[Careers](#)  
[Safety News](#)  
[Our Board](#)

##### Administrative Offices

345 South Ave. 3rd Floor  
Pittsburgh, PA 15222

412.566.5500

##### Downtown Service

# **Exhibit I:**

# **Drop Box Decal**

# Public Hearing & Comment Period for Fare Policy Change Proposal

Please insert brochure comment forms here.  
The **deadline** for receipt of comments is  
**Wednesday, May 5, 2021 at 4 pm.**

PortAuthority

# **Exhibit J: Fare Change Brochure/Comment Card**

## Public Hearing & Comment Period for Fare Policy Change Proposal

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or 412.442.2000

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Register: [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021)  
or 412.442.2000

**Tuesday, May 4, 2021**  
4 pm to 7 pm – Receipt of public comment  
Register: [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021)  
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For more information, call Customer Service at **412.442.2000** (TTY 412.231.7007) or visit [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021).

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 11291 PITTSBURGH PA

POSTAGE WILL BE PAID BY ADDRESSEE

FARE POLICY CHANGE MARKETING  
PORT AUTHORITY  
345 6TH AVE  
PITTSBURGH PA 15222-9702



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



# Public Hearing & Comment Period for Fare Policy Change Proposal

PortAuthority



# **Exhibit K: Public Comment Details by Medium**

<b>Medium</b>	<b>Initials</b>	<b>Fare Change</b>	<b>Rolling Passes</b>	<b>3 Hour/ No Transfers</b>
Online	J.D.	Negative	N/A	N/A
Online	M.S.	N/A	N/A	N/A
Online	D.P.	N/A	N/A	N/A
Online	D.H.	Negative	N/A	N/A
Online	R.K.	Negative	N/A	N/A
Online	N.K.	N/A	N/A	N/A
Online	S.H.	Negative	N/A	Negative
Online	D.F.	Negative	N/A	N/A
Online	D.P.	Negative	N/A	N/A
Online	C.M.	N/A	N/A	N/A
Online	L.S.	Negative	Positive	Positive
Online	L.S.	Negative	N/A	N/A
Online	A.C.	Negative	N/A	N/A
Online	J.W.	N/A	N/A	N/A
Online	T.B.	N/A	N/A	N/A
Online	D.M.	N/A	N/A	N/A
Online	A.P.	N/A	N/A	N/A
Online	J.P.	N/A	N/A	N/A
Online	S.B.	N/A	N/A	N/A
Online	D.H.	N/A	N/A	Positive
Online	S.J.	N/A	Positive	Positive
Online	J.B.	Negative	N/A	N/A
Online	E.S.	N/A	N/A	N/A
Online	M.S.	N/A	N/A	N/A
Online	L.C.	Negative	Positive	Positive
Online	K.B.	N/A	N/A	N/A
Online	C.P.	Negative	N/A	N/A
Online	E.M.	N/A	N/A	N/A
Online	S.W.	Negative	N/A	N/A
Online	R.C.	N/A	N/A	N/A
Online	T.D.	N/A	Positive	N/A
Online	D.L.	N/A	Positive	N/A
Online	B.G.	N/A	N/A	N/A
Online	K.K.	N/A	N/A	N/A
Online	P.D.	Negative	N/A	N/A
Online	K.R.	N/A	N/A	N/A
Online	N.F.	N/A	N/A	N/A
Online	I.O.	N/A	N/A	N/A

Online	S.C.	Negative	N/A	N/A
Online	R.W.	N/A	N/A	N/A
Online	J.S.	Negative	Positive	Positive
Online	E.B.	Negative	N/A	N/A
Online	K.S.	Negative	N/A	N/A
Online	D.G.	N/A	N/A	N/A
Online	M.B.	N/A	Positive	N/A
Online	J.W.	N/A	N/A	Negative
Online	J.W.	N/A	N/A	N/A
Online	E.D.	N/A	N/A	N/A
Online	S.W.	Negative	N/A	N/A
Online	K.T.	Negative	N/A	N/A
Online	J.W.	N/A	N/A	N/A
Online	I.E.	Negative	N/A	N/A
Online	B.B.	N/A	N/A	N/A
Online	V.E.	Negative	N/A	N/A
Online	R.W.	Negative	N/A	N/A
Online	R.E.	Negative	N/A	N/A
Online	E.J.	Positive	Positive	N/A
Online	M.L.	Negative	N/A	N/A
Online	G.M.	Positive	N/A	Positive
Online	E.S.	Negative	Positive	N/A
Online	J.B.	Negative	N/A	N/A
Online	S.C.	Positive	Positive	Positive
Online	S.G.	Positive	Positive	Positive
Online	L.H.	Negative	N/A	N/A
Online	D.E.	Negative	N/A	N/A
Online	A.C.	Negative	N/A	N/A
Online	H.M.	Negative	N/A	N/A
Online	A.V.	Negative	N/A	N/A
Online	E.S.	Negative	N/A	N/A
Online	R.N.	Negative	N/A	N/A
Online	D.P.	Negative	N/A	N/A
Online	J.M.	Negative	N/A	Negative
Written	R.G.	N/A	N/A	N/A
Written	A.M.	Negative	N/A	N/A
Written	O.P.	Negative	N/A	N/A
Written	S.I.	N/A	Positive	Positive
Voicemail	T.K.	N/A	N/A	N/A
Voicemail	J.P.	N/A	N/A	N/A
Voicemail	A.R.	Negative	Positive	Positive

Hearing 1	D.P.	Negative	N/A	N/A
Hearing 1	R.A.	N/A	N/A	N/A
Hearing 1	N.T.	N/A	N/A	N/A
Hearing 1	M.W.	Positive	Positive	N/A
Hearing 1	C.W.	Positive	N/A	N/A
Hearing 1	R.R.	Negative	N/A	N/A
Hearing 1	C.F.	N/A	N/A	N/A
Hearing 1	S.H.	Negative	N/A	N/A
Hearing 1	J.M.	N/A	N/A	N/A
Hearing 1	S.A.	N/A	N/A	N/A
Hearing 1	B.W.	N/A	N/A	N/A
Hearing 1	D.B.	N/A	N/A	N/A
Hearing 1	H.G.	N/A	N/A	N/A
Hearing 1	L.P.	Negative	N/A	N/A
Hearing 1	D.S.	N/A	N/A	N/A
Hearing 1	A.H.	Negative	Positive	Positive
Hearing 2	J.T.	Negative	N/A	N/A
Hearing 2	F.C.	Positive	Positive	Positive
Hearing 2	L.C.	Negative	N/A	N/A
Hearing 2	D.C.	N/A	N/A	N/A
Hearing 2	R.A.	Negative	N/A	N/A
Hearing 3	M.T.	N/A	N/A	N/A
Hearing 3	B.R.	Negative	N/A	N/A
Hearing 3	J.B.	Negative	N/A	N/A
Hearing 3	C.W.	N/A	N/A	Positive
Hearing 3	D.P.	Negative	N/A	N/A
Hearing 3	L.S.	Negative	N/A	N/A
Hearing 3	D.D.	Negative	N/A	N/A
Hearing 3	A.C.	Negative	N/A	N/A
Hearing 3	M.P.	Negative	N/A	N/A

## Appendix O – Full Public Comment Summary from Proposed Fare Changes, 2021



FY 2022 Proposed Fare Structure Changes

Public Comment

# APPENDIX

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# Online Comments

First Name	Last Name	Comment
Joy	Dore	Raising the fare during a time of economic hardship for many people during a time we are still affected by a pandemic by .25 will be a hardship for many people. Thank you.
Miriam	Seidel	<p data-bbox="565 367 1365 396">RE: Public Comment to Port Authority Public Hearing on Fare Policy</p> <p data-bbox="565 436 711 466">May 4, 2021</p> <p data-bbox="565 579 1419 785">Good afternoon. My name is Mim Seidel and I serve as Steering Committee co-chair of the Pittsburgh Food Policy Council. I am a registered dietitian with many years of experience in Public Health. It is my interest in and expertise in nutrition and chronic disease that brings me here to address the opportunity that Port Authority has to pilot a program to provide needed fare relief to its most vulnerable riders.</p> <p data-bbox="565 831 1419 1142">Let's talk about chronic disease for a moment. These are diseases like heart disease, high blood pressure, diabetes, cancer, asthma and more. One in two U.S. adults has a chronic disease. Using pre-COVID statistics, in Allegheny County, heart disease is the #1 cause of death, Cancer is second, stroke is third and diabetes is the sixth. Adults living in poverty are more than five times as likely to report fair or poor health than higher income adults. And, there are racial disparities in health - compared with whites, minorities experience earlier onset of chronic diseases, greater severity of disease, and poorer survival.</p> <p data-bbox="565 1188 1162 1218">What does all this have to do with transportation?</p> <p data-bbox="565 1264 1419 1428">A lot! We know that 65% of PAT riders earn &lt; \$35,000 per year. Many riders are people of color. So, those same people most at risk for and dealing with chronic diseases depend on public transportation. Chronic diseases are not new, but we have a new opportunity to give free rides to low-income people so they can deal with their medical issues.</p> <p data-bbox="565 1474 1419 1680">One way to treat and even to prevent chronic diseases is to eat healthfully which, for the most part, requires getting to a supermarket. According to a study by Pittsburgh's own Rand corporation, 26% of residents in the city neighborhoods they studied relied on public transportation for grocery shopping. We don't want the cost of a trip to the supermarket to be a barrier to fresh food access.</p> <p data-bbox="565 1726 1419 1818">Once a person has developed a chronic disease, ongoing medical management is key to preventing costly complications. This may mean medical visits every three months and extra trips to the pharmacy. The</p>

Post-Gazette recently reported on testimony from Dr. Miriam Weiss, an Oakland pediatrician who said that almost daily her patients cite transportation costs as a “significant” barrier to attending medical appointments, especially during the pandemic.

Missed medical appointments, a delay in picking up medications or supplies, trouble buying healthy foods—all due to lack of funds for a bus ride is a sad reality for many. We at the Pittsburgh Food Policy Council ask that you pilot urgent relief for SNAP users and from there, we can leverage usage data and increased ridership to continue to work together towards long-term solutions to affordable public transportation for low income residents. It is our goal to be partners in developing these solutions.

Dawn	Plummer	<p>RE: Port Authority Public Hearing on Fare Policy</p> <p>Public Comment made on April 22nd by Dawn Plummer, Executive Director of the Pittsburgh Food Policy Council</p> <p>Good afternoon. My name is Dawn Plummer and I serve as the Executive Director of the Pittsburgh Food Policy Council, a collective impact organization that brings together a network of over 100 food systems entities to create a just, equitable and sustainable food system. We are public health professionals, food business owners, farmers, public officials, food security and anti-hunger organizations, hospitals, universities, and many more. The Council is a proud partner of the City of Pittsburgh and Allegheny County on efforts to advance food equity in our region.</p> <p>In a broad partnership, we facilitated the development of our region’s first comprehensive food plan in 2020. As part of our Greater Pittsburgh Food Action Planning process, we held a series of community conversations with 140 residents of communities with both low-income and low-vehicle access. I emphasize that BEFORE THE PANDEMIC when we asked residents in Natrona Heights, McKees Rocks, Pittsburgh’s East End, South Hills and Penn Hills and beyond asking “What are your top food related concerns?” The top answer was affordability and accessibility of transportation.</p> <p>Since COVID-19, we have identified 9 top priorities, including transportation. As we talk with social service, business and community partners on the ground, there is broad and growing support for Fair Fares for a Full Recovery and a pilot low-income fare program that would provide SNAP users free public transportation.</p> <p>While the Port Authority’s study suggests a path forward for some of the system-wide and technical challenges faced by the Port Authority, we have an immediate opportunity to be creative, bring together city, county and state funds to get this done. A low income fare relief program would be a critical piece of a broader patchwork of public policies that can lighten the blow to those hardest hit in our country by the pandemic and its resulting economic distress.</p>
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		<p>Today, we have an unprecedented, once-in-a-generation opportunity to test a potentially powerful solution by leveraging federal relief dollars coming to our state and region.</p> <p>These relief dollars are geared precisely towards economic recovery and supporting those most impacted during our recent crisis.</p> <p>The Federal Transportation Authority notes that specific allowable uses of CARES Act or CRRSAA Funding can be used to reimburse operating costs associated with providing fare-free service.</p> <p>The National Association of Counties notes that specific allowable uses of funds outlined in the American Rescue Plan Act of 2021 includes (but are not limited to): “Responding to or mitigate the public health emergency with respect to the COVID-19 emergency or its negative economic impacts.”</p>
Diane	Hilldorfer	<p>Not long ago there were four transit fees that were dependent on how far your commute was. It was abolished and people who had very long commute times were given a break as they paid the same as folks riding for less the 5 minutes.</p> <p>Now you want to increase the fares of all no matter the commute time fuel used, etc. This is not fair.</p>
Russell	Kohler	<p>Instead of raising the costs of the services that you provide with tax dollars, take a hard look a costs and make efforts to reduce them with the decreased usage you are currently facing.</p> <p>This may be the elimination of some of your upper end management personnel positions.</p>

Nicholas	Kyriazi	I sympathize with your dilemma: the Port Authority has no control over how much it pays its employees due to the unholy alliance between the politicians and the unions, and yet it gets complaints from everyone when it attempts to pay the costs of running the business through your fares. On top of that, a significant number of your customers litter and vandalize the vehicles making them unpleasant for the rest of us and discourage us from even wanting to be on them. I think it's an impossible situation.
Stephen	Hutzelman	You're punishing the every day commuters who only use one route to give a break to people who want to bounce around.
Deona	Fancher	People who has large family that is single parent will have a hard time paying their fare. We still in a pandamic that dont have jobs. By increase to 2.75 how is that benefit society. All service is not running in community or stop early. How will increase change to benefit our community.
Diane	Panzak	Please leave the bus fare at \$2.50 each way. This flat fare is my incentive to ride the bus versus the hassle and expense of driving downtown Pittsburgh.  Thank you.  Diane
Chanel	Massie	I would like to see the fair reduced for monthly passes to \$90.00 per month. This may increase the number of people who buy a monthly pass instead of daily/weekly passes.  Thank you

Lorraine	Starsky	<p>As a registered nurse who works for a non-profit agency that serves vulnerable, marginalized, and low-income residents, I have seen first-hand how incredibly difficult it is for these folks, many of whom are people of color, to juggle the challenges of paying rent, utilities, food, medical bills and transportation costs. It places a disproportionate burden on people who are making minimum wage (or slightly above) to pay the same fare as someone who makes three or four times that amount. Especially since minimum wage in PA is the same as it was in 2009 while PAT has raised its fares at least twice.</p> <p>Prior to becoming a community health nurse, I spent nearly twenty years in public health. Health is impacted by social determinants such as education, housing, and transportation. Not only is transportation itself a critical social determinant of health, but it also impacts almost every other social determinant by either providing or hindering access to those services or destinations. A 2019 survey by Kaiser Permanente showed that:</p> <ul style="list-style-type: none"> <li>• Americans view social needs, such as housing and transportation, as equally important to their health as medical care.</li> <li>• Those experiencing unmet social needs were twice as likely to rate their health as fair or poor compared to those who did not.</li> <li>• Social needs are predictors of physical and mental health.</li> </ul> <p>High public transit fares are another economic barrier for low-income people. It prevents them from buying necessities or causes them to forgo a trip in the near term that makes their lives worse off in the long term. Examples of the latter include missing doctor's appointments, failing to fill prescriptions on time, being unable to afford to go to job interviews, not being able to buy fruits and vegetables because the grocery store is not within walking distance, and giving up on higher educational opportunities to name just a few. Additionally, high public transit fares take an extra toll on the mental and social well-being of low-income people as it serves as a deterrent from visiting parks, seeing friends and family, attending religious services, going to a museum, and engaging in other forms for recreation. I remember being dependent on public transit when I was a young, low-income person. I have not forgotten the hassle of shopping for groceries using a bus. I remember the unpleasant experience of taking dirty laundry on a bus to a laundromat.</p>
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Yes, moving toward 3-Hour Pass to eliminate the extra charge for transfers and the 7 Day Pass are positive changes, but these changes are linked to having a Connect Card. There are still barriers for some people in certain communities to get Connect Cards. For example, there are no outlets available for people to get Connect Cards in Rankin, Braddock, Duquesne, Clairton, Hazelwood, the Hill District and no doubt, other low-income areas where many residents don't have vehicles. To respond by saying that people can go online to set up Connect Card accounts ignores the reality that many low-income people don't have access to computers and the internet. In addition, a good number remain unbanked. I propose that PAT send mobile units on a regular basis into communities without Connect outlets to sign people up for cards and enable them to refill their cards.

Lastly, PAT needs to institute a program for lower fares for low-income residents. Seattle, New York City, Minneapolis/St. Paul, Los Angeles, Ann Arbor, Tucson, Madison, Richmond and other cities have done this. It's time for Allegheny County to demonstrate a serious commitment to authentic equity by putting determined and intentional effort into figuring out how to make this happen. We don't want the knee jerk reaction of saying there isn't money for it along with continued platitudes about equity. Accessible and affordable transportation must be an essential component of the Live Well Allegheny initiative that was launched by County Executive Rich Fitzgerald in 2014.

Convene a community-based committee that includes actual PAT riders and organizations that represent the constituents who use public transportation. We can dig into the American Rescue Act and CARES Act funding and search for other sources of funding. We can examine the PAT budget. What is needed to make a low fare program a reality for our low-income residents is political will combined with compassion. Otherwise, the status quo will continue to deepen the gaps in our county.

Lorraine Starsky RN. 412-370-3041

<p>Lisa</p>	<p>Scales</p>	<p>Comments of Lisa A. Scales, President and CEO, Greater Pittsburgh Community Food Bank</p> <p>to Port Authority of Allegheny County regarding 2021 Proposed Fare Changes</p> <p>May 3, 2021</p> <p>Last week, Vice President Harris visited a town farther down the Ohio River to participate in a "Roundtable Discussion on Public Transit." She made special note of the role of public transit in accessing fresh food and fruits and vegetables. In her opening remarks the Vice President asserted that "Good transit equals vibrant communities." She explained that "an investment in public transit, it is an investment in job creation. It is an investment in improving communities. It is an investment increasing access to opportunity." I agree and am grateful that Port Authority continues to make such investments in our area. I also appreciate this opportunity to provide comments on behalf of Greater Pittsburgh Community Food Bank as Port Authority considers changes to its fare structure.</p> <p>The Food Bank works daily to help people throughout the region overcome barriers to meeting their nutritional needs. The major barrier is a lack of financial resources. Another is food deserts, which is a lack of conveniently located full-service grocery stores or other sources of healthy food options in low-income communities. Public transit plays an important role in overcoming these barriers.</p> <p>People relying on food banks to help meet their nutritional needs are less likely to own a personal vehicle and, consequently, more likely to rely on public transit to reach their workplaces, doctors' offices and food sources. A Feeding America survey revealed that 66.5 percent of households served by the Food Bank network reported having to choose between paying for food and paying for transportation at some point in the past 12 months. Households making these tradeoffs most often reported doing so every month. This study was released in 2014, the same year as Port Authority's most recent ridership survey.</p> <p>It is noteworthy that Port Authority has managed to avoid raising fares for nearly a decade, even as costs have risen significantly. More</p>
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recently, to its credit, the Port Authority Board adopted "Fare Adjustment Policy Goals and Objectives" which included "Ensure food equity is recognized." Subsequently the Port Authority study team set an additional policy goal of "Equitable and efficient use of public resources." This focus on equity was sustained throughout the process:

- The "Fare Structure Review" identified as an opportunity: "Low-income fare program to offset fare increase on those with limited means."

- Among the "Fare Strategies Considered" to Promote Affordability were low-income fare programs. The Four Nines Technologies report provided this definition: "Low-income fare programs offer discounted fares and/or passes to adult riders who are not eligible for free or half fares but are eligible based on their household income. The income threshold is based on the area's cost of living and the discounted fare is seen as a vehicle for upward economic mobility for those at or near poverty level."

- One of the five "Fare Strategies Evaluated" was the Low-income fare program. This evaluation made note of the critical role of Port Authority in "promoting mobility and accessibility to economically disadvantaged populations and recommended further exploration of a low-income fare program contingent on the availability of ongoing dedicated funding.

Port Authority is a valued partner of our Food Bank. Earlier this year we collaborated to map the location of Food Bank member agencies in relation to the PAT system. This project revealed that 167 of the 206 agencies are within the PAT walkshed. Port Authority has also expressed a willingness to allow the Food Bank to use Park and Ride lots as sites for food distributions. Together we are also discussing ways to enhance transit to serve future clients of the Food Bank's onsite food pantry currently under construction in Duquesne. We stand ready to join Port Authority in any efforts to make a low-income fare program a reality for the people we both serve.

Aim	Comperatore	<p>First, I see no good in increasing fares while the pandemic ravages Pittsburgh and Downtown Pittsburgh is almost a ghost town. Service, due to the pandemic, is decreased. Why increase fares? There are not any events in downtown open to attract business, like most years.</p> <p>Day passes ought to be able to be done on the spot on buses like EMTA (Erie Metropolitan Transit Authority) does. A rider puts the money in, and the pass pops out with the time expiring at the end of that day.</p> <p>With the need to reach out to communities that are 3 to 4 transfers away, I feel that we need to make more ConnectCard Centers, like that in Downtown Pittsburgh, in different areas. Perhaps also consider making Walmart a partner, like Giant Eagle is. I'm certain even local small businesses would help out.</p> <p>Finally, if you want to increase fares on someone; whoever is paying that yearly pass that costs \$1,072.50 -- that is the person you need to increase fares on. If they are rich enough to pay for a yearly, then increase that. Not the person struggling to make ends meet. Increase it to 1,075.00 or 1,080 or higher.</p>
Julia	Wilner	By eliminating the single fare, does that mean that someone who normally drives to work, can't take the bus and pay cash if their car is broken down for the day??
Tom	Burgunder	request registration for the public hearing on May 4.

Dennis	McManus	<p>Please establish a pilot program which encourages senior citizens to forego receipt or possession of Connect Cards to allow the direction of funding associated with these free rides, now based solely on age, to low-income individuals and families less able to afford fares or access other transportation options.</p> <p>My household has three members and three vehicles. We have more than sufficient income to pay PAT fares without fear of running out of money to not meet basic needs. My wife and I are seniors and have no need for government subsidized transportation.</p> <p>Recognizing the important role mass transit plays in economic development, environmental protection, and social equity, I strongly support increased spending at all levels to improve public transit an its affordability.</p> <p>Knowing what I know about the political power of seniors, this would be a hard sell politically. So, while ideally, this would be a legal state switch from an age-based to a means tested program, I'm suggesting a local "voluntary pilot." How many Allegheny County seniors would agree to give up there Connect Cards to enable their low-income neighbors to travel for free? Maybe it's time to find out. If it were to go statewide, perhaps vehicle ownership, income and wealth could be appropriate criteria for future free transit cards. Thanks for your consideration.</p>
Alexei	Plotnicov	<p>Pittsburgh Port Authority has some of the highest fares in the nation. Low income users make up a huge proportion of the constituency utilizing public transit, and yet, the design of the system does not go far enough to make accessing public transit easier. Make access to ticket vending machines more prevalent in low income communities. Also, those with the least means pay the most on fares. Bulk bus passes and transit incentive programs would shift the burden of fare costs to the large companies who profit most from public transit. Set up an equitable fare policy that ensures that fare enforcement be done by civilian, unarmed fare ambassadors, and that fare evasion be treated like parking tickets—with affordable civil penalties or community service. Its time for the Port Authority to be transparent about the rider feedback they've gotten about fares over the last two years. And that they show how this feedback was– or wasn't– incorporated into these suggestions.</p>
Janet	Pitta	Interested in new fare structure and route changes

Sade	Bowyer	The p68 needs more nice drivers they are very rude they need to be on time inbound and outbound always late also they need to start running early on weekdays and weekends and later atleast until 12:30am or 1 the latest we just travel using bus Uber and Lyfts are very high at the moment and working on getting a car thank you
Daniel	Holliday	eliminated the transfer fee allow unlimited three hours rides passes should start on the day of its was brought replace single trip tickets with a three hours pass should be a half fare day pass
Swetha	Jasti	These fare changes do not help low-income riders. We are in a pandemic and economic recession and right now, people need affordable ways of getting to their place of work or other necessary destinations. I believe that the fares should not be increased on the connect card. I like the changes involving free transfers and weekly and monthly passes starting from when the card is tapped. I think Port Authority should work with UPMC, the largest employer in Pittsburgh, to give employees bus passes. I also believe that contract workers at Pitt and CMU, such as those who serve food and provide janitorial services, should get bulk bus passes as well.
James	Brower	I believe bus fare should not be go up because of the pandemic and the port authority bus drivers needs to be on time on their scheduled routes so the riders can get to their destination in a timely manner
Elizabeth	Schongar	I support a no fare pilot for holders of EBT cards.
Maria	Snyder	All Pittsburghers should be able to get to life-sustaining activities such as school, work, medical appointments, and more for a reasonable price. For those who are already suffering, equitable fairs are the just thing to do. Please consider giving back to the communities who have made your work possible. Thank you!

<p>Laura</p>	<p>Chu Wiens</p>	<p><a href="https://www.pittsburghforpublictransit.org/new-fare-proposal-from-port-authority-includes-higher-fares-give-feedback-now/">https://www.pittsburghforpublictransit.org/new-fare-proposal-from-port-authority-includes-higher-fares-give-feedback-now/</a></p> <p>These recommendations have fallen short of addressing the biggest problem with our fare system – rider access to CONNECT Cards and cash fare costs.</p> <p>To be clear, the proposal does have some merits. Free transfers on for CONNECT card stored value is a very good policy change. The rolling timeline for weekly and monthly bus passes is also good, and will make buying passes more attractive. We have been calling for these changes since 2016. At this point, the Port Authority should pass these policies quickly. And they must take the fare hike off the table during a pandemic while people are suffering an economic downturn.</p> <p>However, Port Authority already has some of the highest fares in the nation. And the pandemic has furthered existing inequities and has proved that low-income riders are the ones keeping our transit system afloat and that riders are essential workers, keeping our communities afloat. Port Authority needs to take the fare hike off the table. They need to pass the common-sense transfer &amp; rolling pass policy. And they must move swiftly to overhaul its fare structure to benefit all riders.</p> <p>Pittsburghers for Public Transit worked hard with our partners at Casa San Jose, Just Harvest, the Alliance for Police Accountability, and the Thomas Merton Center to provide solutions for these issues in our #FairFares platform. Riders have voiced solutions multiple times throughout the pandemic to extend emergency fare relief to low-income riders. And people have spoken up about fares during Port Authority’s 2020 “Listening Tour”, and in hundreds of NEXTtransit long-range plan comments.</p> <p>Riders have taken time to put forward solutions to fare inequity. But it is clear that the Port Authority has not heard its riders clearly enough.</p> <p>As we see it, here are the key problems with the current proposal:</p>
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1. Cash riders, who are disproportionately low-income, pay more for transit by design.

The proposal does nothing to address the unfair cost burden of cash users. Cash riders already pay a full \$2.75 for every trip and transfer. Prior to the pandemic, cash riders made up 9% of ridership, but they paid 15-16% of total fare revenue. That's not right.

Routes with high cash usage run through disproportionately low-income and high minority communities. These routes often require more transfers, and with them more full cash transfer fees of \$2.75.

CONNECT cards are harder to access for low-income riders. Access points like ticket vending machines and Giant Eagle/Goodwill stores are not prevalent in lower-income, suburban communities. These are also the same communities that have limited and less frequent service.

In other words, poor riders pay more money for worse transit service. And this is even more pronounced during COVID, when reduced schedules and capacity limits are leaving riders stranded.

2. Low-income riders pay full fare, while virtually every other constituency pays less for transit.

Professionals can access pre-tax commuter benefits, saving them ~30% on bus pass costs. Seniors are free. Youth under 6 are free. University and some PPS students are free. Disabled people and youth between the ages of 6-12 pay half-fare.

Why is it that we are charging those with the least means to pay the most? We need emergency fare relief for low-income riders now, to

ensure that riders can access critical needs during this pandemic and economic crisis, AND we need Port Authority to move towards implementing a long-term low-income fare program.

Low-income riders can easily pay more than the cost of a weekly or monthly bus pass in single CONNECT card payments over the course of a week or month—up to 180% more—simply because they don't have the upfront money to pay the full cost of a bus pass at one time. That's why we also need fare capping, which puts a cap on the amount that any rider can pay in single rides over a given period of time, at the cost of a pass.

3. We need bulk bus passes and transit incentive programs so we can shift the burden of fare costs to the large companies who profit most from public transit.

Right now, only universities can access bulk bus pass rates.

Port Authority needs to have bulk bus pass packages that can be purchased by employers to give to their employees. These programs can also be used by developers to give access to tenants, for social service agencies to give to their clients, and for conferences to provide for their attendees. A bulk bus pass program is a pathway for large companies pay for the transit system that they disproportionately benefit from... especially those large untaxed employers like UPMC who currently pay nothing for the transit system that keeps their businesses running.

Bulk passes will also drive up ridership at a time when ridership is hovering at 35% of pre-pandemic levels.

4. Fare evasion needs to be decriminalized.

Port Authority police shot and killed Bruce Kelley, Jr. at the Wilkinsburg East Busway station in 2016, with no consequences. Port Authority is

moving towards a process of “off-board fare payment” which will require random fare payment checks on the T and on our busways in the coming years. However, unless changes to fare enforcement are made, those checks will be done by armed Port Authority police. Failure to prove a \$2.75 payment will lead to \$300 fines, jailtime, and criminal charges.

Similar policies in other cities have led to the acceleration of the school to prison pipeline, detainment and deportation of our immigrant neighbors, the incarceration of the poor, and racial profiling and murders of unarmed Black and Brown riders.

An equitable fare policy would ensure that fare enforcement be done by civilian, unarmed fare ambassadors, and that fare evasion be treated like parking tickets—with affordable civil penalties or community service.

5. Time and time again, Port Authority asks low-income people to drop everything to give feedback about fares, then does nothing to prove that they’re listening.

When this new fare proposal was announced last month, Port Authority blamed the pandemic for why there was no public input into these proposals. But the reality is that Port Authority has asked riders to give feedback about fares on numerous times over the last two and a half years: during the announcement that they would hire a fare consultant in 2019, during the “Listening Tour” that started at the beginning of 2020, and at the dozens of NexTransit long-range planning meetings that have been held over the last year.

Each time, riders have made time to join these meetings and put forward sound policy proposals for an equitable system.

So riders are left asking, “how has all the feedback that we gave during that time been incorporated into this proposal? Where is the equity in asking us to talk about the same issues over and over again?”

		<p>Its time for the Port Authority to be transparent about the rider feedback they've gotten about fares over the last two years. And that they show how this feedback was– or wasn't– incorporated into these suggestions. The agency also needs to give a detailed report of the feedback that they hear from riders during the 40-day comment period on this new proposal.</p>
Kelly	Betts	<p>Will you be making a day pass available to be loaded to a connect card? Also the 3 hr fare does that mean you can swipe many times in those 3 hrs?</p>
Cory	Peacock	<p>I pay cash, and the bus fare is too high. Port Authority should go back to \$1.25, and should start offering a 2-week pass.</p>
Edward	McGourty	<p>I have never believed in owning a car because transit is so available in our County. I support the changes that Pittsburghers for Public Transit has put forward to improve the affordability of our transit system. The free fares for seniors are very important for helping us move. More people need to have this kind of access. Additionally, bus drivers need to lower the bus without giving riders attitude.</p>
Stephanie	Wright	<p>I don't feel that the fare raise is fair. There are so many families that have lost their jobs and this is not the time to raise fares.</p>

Rosetta	Collins	I was homeless and lived downtown for four months last year. I want to see more opportunities for people to to access reduced fares. I also want to see Port Authority combine fares with buses that go to other counties. And programs should exist that get more passes to Red Door and social service programs. Programs also need to exist o get discounted transit passes to community centers, young people and older people before they are seniors.
Trevor	Davis	I am a student at the University of Pittsburgh and I have an internship at Northwest Bank's office Downtown. My tuition fortunatly provides me a transit pass that I can use to commute Downtown, but I appriciate that the rolling passes are being introduced because it will make it easier to use transit after I graduate. I would also like to see programs that allow employers to provide more transit passes to employees.
Devin	Lowrey	I work downtown and usually purchase a weekly pass to ride transit. But on weeks that i know I won't be riding transit enough to get the discount from a pass, I'll end up paying for my transit in cash. Starting the pass on the day I tap is an improvement. But there also needs to be changes to the cost of cash fare, and to allow me to get the discount form a weekly or monthly pass without having to pay the full cost of a pass up front.
Bill	Gains	My employer pays for our bus passes. I think that you should reach out to different employers in Pittsburgh to suggest they support full or partial fare coverage. I think bus fares need to be more accessible.
Kim	Kinsey	The bus is unreliable because it passes people too often. It doesn't stop for people, and when I tried to call to voice a complaint, I couldn't reach anyone. Port Authority is unresponsive over the phone.
Patricia	Drake	Price hikes hurt those who rely on transportation.
Kristina	Rubottom	Will this fare change do anything to benefit the community or customers?
Nancy	Ferrari	I agree with the organizations that are advocating free fares for low-income people.

Isabelle	Ouyang	<p>I think cash fares are too expensive in the new proposed plan. After my Pitt ID expired, I now have to pay way more for the bus. I pay cash fare or walk. It's difficult for me to find Connect Card information. I live in Bloomfield, and I never fill my connect card here because I can't find the Connect Card Stations, even though I've looked them up on the Port Authority Website.</p> <p>This brings me to my second point: connect card stations should be more accessible. I used to work downtown, or transfer there, and I could not find any Connect Card stations at any of the Port Authority listed sites, besides the T. Why are there no pictures of the Connect Card stations on the website?</p> <p>Thirdly, I often talk to people who experience food insecurity, and lack of access to public transit is a huge issue both in cost and time. Those with EBT cards should get free bus passes.</p> <p>I wish more employers covered full or partial fare.</p> <p>The good part about the plan is that you can get a full week out of bus passes now. However, it's outrageous how much money was spent on this (sorry) paltry plan, which looks like it could've been put together by a high schooler. What's improved is good, but there is so much more we could be doing.</p>
Shadaria	Colbert	<p>I think the fares are too expensive all around. I don't ride the bus as much now that I have a car, but my mother rides the bus every day. So the proposed fare changes will affect her. Kids should receive free fare. Years ago, there also used to be free bus rides downtown-- I think that these should be reimplemented.</p>
Rachael	Wilson	<p>I think there should be more connect card machines. Connect card machines should be more available and accessible. And also, there should be lower prices when you pay cash for the bus.</p>
Jonathan	Salmans	<p>I wrote a blog post that summarizes my thoughts on the fare changes. It can be found here:</p> <p><a href="https://connect-pgh.com/the-port-authoritys-new-fare-policy-is-an-improvement/">https://connect-pgh.com/the-port-authoritys-new-fare-policy-is-an-improvement/</a></p> <p>My comments are as follows:</p> <ul style="list-style-type: none"> <li>- Eliminating the transfer fare is great.</li> <li>- Increasing the financial incentive to get a monthly pass is good.</li> </ul>

		<ul style="list-style-type: none"> <li>- It should continue to cost more to pay a cash fare. Consider raising to \$3.</li> <li>- The Port Authority should charge for parking at park and rides.</li> </ul>
Evan	Bauer	For the single trip with stored value. It makes it so easy to know a round trip will be 5 dollars. 2.75 just complicated stuff too much. I'd almost rather you change it to 3 dollars a ride and have a round trip be 6 dollars. Please don't change from 2.50.
Karen	Schnakenberg	<p>I am a senior citizen with a Senior Connect Card, so I'm not personally affected by any of the proposed fare increases, BUT I have many concerns about them, particularly with regard to equity for low-income riders, who seem to have been largely forgotten. Additionally, I don't believe that the technological issues involved are insurmountable and think more effort needs to be made to provide equitable fares. More specifically:</p> <ul style="list-style-type: none"> <li>• It's totally inequitable to charge cash customers full fare for each segment they ride. And if the technology exists to accommodate riders who pay the \$7 daily fare, then there certainly ought to be a way to credit cash customers so that they, like ConnectCard users, can have unlimited transfers within a 3-hour window.</li> <li>• There needs to be much more of an effort to make ConnectCards and fare stations more widely available in the county and in particular more accessible to low income customers.</li> <li>• I don't know for certain but am guessing it should be possible to program the machinery associated with ConnectCards so that someone paying cash fare could get the same type of credit for being able to ride anywhere within a three-hour window that would go to those paying through the cards.</li> <li>• Fees should be capped for purchasers of ConnectCards so that they never pay more than the cost of a weekly or monthly pass in the designated period. I've ridden transit in other major cities which have implemented this feature, so I'm sure the technology exists.</li> </ul>

		<ul style="list-style-type: none"> <li>• Ideally, there should be more done to provide free or reduced fare passes for at least some low income riders</li> </ul>
Dr DeVoka	Gordon	<p>1. More bus routes early 5-6 am weekend mornings for those workers who have an early start. Paying \$30-\$60 for ride share on the weekend in addition to a bus pass on a minimum wage salary is very taxing. 2. How abt the senior discount starting @ age 60. 3. More routed buses to areas where minority workers live instead of the more affluent gentrified areas. Who speaks up for those having less wealth?</p>
Michael	Baron	<p>Shifting to a 31 day pass away from the calender month pass is an excellent idea, especially for those of us who get paid on the first of the month.</p> <p>You need to look at the actual ridership on some of your routes, such as the 8 Perrysville. I've seen a lot of drivers hitting the "senior pass" button a few extra times when people are boarding to keep the numbers up for whatever reason.</p> <p>Routes need to run later. I'd sacrifice frequency in the evening to get</p>

		<p>later rides home. I'd rather see a 7:30, 9:30, and 11:30 than a 7:30, 8:30, and 9:30, for example.</p>
Johnette	Williams	<p>What purpose does a 3 hour pass serve when it takes three hours to get from penn hills to down town then from there to the water front?</p> <p>Then there's the time it takes WAITING for the bus... youre so busy lining your pockets that you dont actually think about how your customers actually travel.</p>
Johnette	Williams	<p>Make it so that the 77 goes to boyce campus</p> <p>Why have the 67 go to boyce when it doesnt connect to anything on the weekends?</p> <p>The 77 needs to go there on the weekends. People go to the mall miracle mile and others as well on the weekends, the work out there and have to go ALL THE WAY DOWNTOWN to catch the 67.</p> <p>Not everyone has money for uber or lift.</p>
Eva	Diodati	<p>I strongly feel that much of the problem with the Connect Card system is that it is inaccessible in places where people need them. I live in Brookline and we don't have a Connect Card machine. The closest one is a 40 min walk. Not everyone is able to get there. Either make it possible to load online without having to activate the purchase at a machine (which was ludicrous to begin with) or put more machines in neighborhoods that would benefit. I guarantee more people would get the cards if they knew there were machines they could get to easily.</p>
Stephanie	Wright	<p>I don't feel that the fare raise is fair. There are so many families that have lost their jobs and this is not the time to raise fares.</p>
Kerry	Turner	<p>My daughter works on the north shore where she was in school. She makes \$8/hr and pays \$5 to get to and from work. If she has a 4 hour shift, that's \$32 -5, she makes \$27 for that day minus taxes for her 6 hour day with the commute. She really can't afford to bring home any less. The extra \$.50 a day doesn't seem like much, but to her, it will be. Is it still free to travel within the limits? Maybe institute a fee for the city before upping the commuter fee.</p>

Johnette	Williams	<p>BI-WEEKLY PASSES: its inconvenient to go every week for a bus pass when you get paid every two weeks you have money one week, but you dont have it the next because of unforeseen circumstances. I dont know how this wasn't talked about</p> <p>And PAY BY DEBIT/CREDIT CARD: not everyone has money for an uber. And not everyone has cash on them for a sudden need to catch the bus. While a proper fair card is good for people who are regularly commuting by bus, being stranded somewhere with no way home because you have a debit or a credit card but no actual cash is terrifying. No drivers want to take you when you need to get home or to a hospital or to wherever in a pinch.</p>
Ian	Everhart	<p>Hello, I wanted to register my opposition to making cash and ConnectCard fares the same price. Riders should be incentivized to switch to ConnectCard payment. Especially now that the bus system is all pay-enter, there is a significant risk that cash riders will delay boarding. Typically, I can activate my ConnectCard on the farebox while barely even breaking stride. Paying via cash takes significantly longer. On one memorable occasion, a cash rider positioned himself at the head of the line boarding the P1 at Sixth and Smithfield Streets downtown, and delayed boarding for approximately 60 fellow passengers. We sat through at least three full light cycles. I can only imagine that he was feeding 275 pennies into the farebox. This is all the more infuriating because a Connect Card vending machine is adjacent to the bus stop there. And obviously, delays in boarding are even less worse in inclement weather. Cash riders slow down service for all riders, and a 25 cent surcharge is money well spent for the privilege of slowing down service. I urge the Port Authority to adopt a fare structure that will incentivize ConnectCard usage to the greatest possible degree. The obvious way to do this is a surcharge on cash fares.</p> <p>*****</p> <p>Additionally, as an alternative to moving from calendar week and month passes to 7/31 day periods, is there a reason the Port Authority is not considering a "capping" policy instead? Fares could be capped once they reach a certain level, and a person has paid equivalent to a weekly or monthly pass.</p>

Betty	Bowles	I ride the T to work five days a week and I can only catch the Silver Line Library because of where I live. I was working from home until Aug,2020 and then I returned to my office downtown. When I did that the T was arriving on the pre-pandemic schedule which fit my work schedule perfectly. In Nov. the schedule changed and it's been awful for me ever since. T's are taken out of service for various reasons with no replacement so you have to wait for the next scheduled T which could be 45 to an hour wait. I was able to catch my T at 4:33 since I left work at 4:28 now that T comes at 4:31 and I have to wait until 4:51 until the next Library when we get to Washington Junction they change operators. Why don't they give that operator a Library T because there are more Red and Blue T's.
Valesha	Edwards	I knew it was coming eventually. You lost funds due to the pandemic, so you raise the bus fare. \$97.50 for a monthly bus pass IS TOO MUCH!!!! But I have a sneaky suspension that you are going to go through with it anyway. You only hold these meetings to stay legal.
Rickie	Walton	I oppose the weekly and monthly fare change. Leave it alone. It negates the use of the highly flawed online purchasing service. And it is not fare to swing it to get more money from the people actually paying when you let old people ride free and bums ride free.
Richard	Engel	The buses should be FREE. Right now we have a situation where people in places like Pittsburgh and Philadelphia are paying for our own municipal police forces but in rural areas they rely on the state police. These towns don't pay any user fee for this. So the cities don't get any service from the state police and the state police is paid \$4bn over the last 5 years using state road funds. So these rural folks get free police! What do we get for free? How about buses. Free.
Erin	Jensen	I support these proposed changes, especially the proposed policy around weekly and monthly passes. What I'd really like to see is a policy that once you spend the price of a weekly or monthly pass in a 7 or 31 day period, your card automatically switches to a pass and you are not charged any more.

Mike	Lovely	<p>There should always be a price savings for using ConnectCard to incentivize people to use it and keep the schedule running as smoothly as possible. In the proposal, a weekly pass would still cost \$25 and that is considered to be too much to pay in advance. But a daily trip to and from a destination would cost \$5.50. It's less than \$20 that needs paid in advance to avoid any extra charges for transfers. I don't believe an amount that small is worth adding a structural change. Especially when, even if you believe \$20 is a huge amount that can't be committed in advance, you can still go online and load \$5.50 for your single day's fair onto your ConnectCard to avoid transfer fares.</p> <p>If you believe the fares should be more subsidized for those with low income, do exactly that. Don't try to do it via removing the incentive from a program that was designed to bring efficiency. That would still leave out those who are low income but don't use transfers.</p>
Giovanni	Montagnino	<p>Using a ConnectCard for unlimited transfers for a three hour period will be helpful. It can save them a buck for a second or maybe a third bus to get to their final destination. But what about fares for low income people who have an EBT Access Card?</p>
Emily	Sjoberg	<p>Increasing the far for ConnectCard users will potentially create an inconsistent bus schedule because people aren't as encouraged to use their ConnectCards. I am interested in understanding the reasoning behind why the fare needs to be increased at this point in time, when many people are already struggling with finances as a result of COVID-19.</p> <p>However, I support the changes to the weekly and monthly changes which supports flexibility for riders.</p>
Jacob	Brown	<p>Transit should be free to use. Funded by an Allegheny county gas tax. Any other policy is regressive and denies the climate emergency.</p>
Susan	Cohen	<p>I'm fine with the proposed fare changes, but I understand that there are not enough places to purchase or reload the connectcard in many of the lower income neighborhoods. This lack needs to be addressed, or the people who can least afford it will be paying for transfers</p>
Sam	Greene	<p>I support the fair updates. I only see them as an improvement over the existing structure.</p>

Lisa	Holman	<p>It's time to stop raising funds on the backs of the city's poorest inhabitants. People who need to use public transportation are not the ones to tax. Raise taxes on corporations and the wealthiest individuals who have benefited too long from the starvation wages of the poor, the very people on those buses. People who make under \$30,000 a year should automatically get free bus passes, not price hikes.</p> <p>Thank you.</p>
Daniel	Ekern	<p>Terrible move, fares should be heading the other direction. The few weeks of free buses during the pandemic were the first time that I felt like the city was actually making decisions in the interest of people without cars. What's the Port Authority executive director or whatever doing getting a \$20,000 bonus if the fares have to go up? Get these freak consultants out of here and start actually listening to the people who actually need the buses. It's already 3 bucks if you don't have a pass, who carries quarters around nowadays. Such useless greedy sickos, public transit is the only good thing about this city, you should be making it more accessible not raising fares and using some trash algorithm to cut stops.</p>
Ashley	Close	<p>Do not raise fare. Especially in the midst of a global crisis that deeply impacts the income of the most vulnerable riders.</p>
Hank	McAnallen	<p>our fares are already absurdly high compared to bigger cities with more extensive systems. we can't price the people who rely on the system out of it. this is a public service. this is a vital service. this seems like another step down the road to be choosing obsolescence.</p>
Abhishek	Viswanathan	<p>Transit deserves funding from the government, not from riders who either don't have access to cars or choose to use transit for other reasons. Increasing the fares will only target the poor and marginalized more than it already is. Expand access through taxpayer funded mechanisms rather than from fares. Transit is a right! Just transit is climate justice!</p>
Elizabeth	Schongar	<p>Considering the need to reduce use of fossil fuels, and to convert to electric transportation that can be fueled by renewables, as well as the challenges that people in poverty face as gentrification forces them out of central locations and into longer commutes, fares should be subsidized a part of climate change equity efforts, and anyone eligible for any anti-poverty program at any time in the previous year should have free fares. There should be no increases.</p>

Rachael	Neffshade	<p>This proposed fee hike is unjust and will punish low-income riders. The existing policy already hurts low-income riders by requiring them to pay more to transfer and not capping their costs at the maximum weekly or monthly pass. The changes that Port Authority is proposing do not address these problems.</p> <p>This proposal will also hurt Pittsburgh's immigrant population because they often do not qualify for a driver's license. Therefore, they must rely on public transit. They also often don't have the means to buy monthly or weekly passes, so they must pay in cash.</p> <p>What is being proposed is highly inequitable and will only cause further disparities in our highly racialized and gentrified area. Please work with groups like Pittsburghers for Public Transit to make the fares fair.</p>
Denise	Pillard	<p>I ride the bus to and from work 5 days a week. I buy a connect card, and pay 5 dollars a day for transportation. That totals 25 dollars a week. I think that price is high enough, and I will not be using the transfer. because I only need to take 1 bus each way. There has to be a better way for people that need a transfer. To make everyone pay 2.75 is not fair. I pay 100 dollars a month to get to work. I can't afford any more.</p>
J	Murphy	<p>I am completely against the proposed fair change / increase to the connect card. The number of non-transfer riders far outnumber the number of transfer riders so it is not fair to the majority of your riders. Furthermore, with the anticipation that more employees will be working remotely at least part of the month post-pandemic, most riders will most likely want to shift from monthly / weekly pass to the Connect Card which provides better flexibility. Lastly, the most recent stimulus has provided billions of dollars to public transportation which should more than offset declining ridership.</p>

# **Voicemail 1 Transcript**

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PORT AUTHORITY PUBLIC HEARING ON  
FAIR FARES PROPOSED POLICY CHANGES 2021  
TELEPHONIC COMMENT

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TRANSCRIPT OF AUDIO RECORDING  
of a public meeting comment regarding the Fair  
Fare Proposed Policy Changes 2021.

\* \* \* \* \*

P R O C E E D I N G S

1  
2 MS. RUDENBORG: Hi. My name is  
3 Abelard Rudenborg. I live at 5420 Ellsworth  
4 Avenue, Apartment 11, Pittsburgh, PA 15232.

5 I would like to say that the free  
6 transfers for three hours and the rolling  
7 timeline for passes are both very good options,  
8 especially interested in the transfers being more  
9 than just one free transfer. I think that's a  
10 great -- a great thing, but increasing the base  
11 fare for those paying with cash to \$2.75 and  
12 doing nothing to address the issues with  
13 disproportionately affecting low income riders  
14 who can't pay for passes, who can't access  
15 ConnectCards easily, it's not okay. We need to  
16 take care of our low income people, especially  
17 since they are more likely to be riding the bus.

18 The fact that cash riders make up  
19 nine percent of ridership but they pay 15 to 16  
20 percent of total fare revenues, you need to do  
21 something to help with that.

22 And since I've lived in a lot of  
23 different places around the city, and depending  
24 on where I've lived, we did more transfers to get  
25 to places, and that's usually the places that are

1 further out of the city, which are places that  
2 are cheaper to live.

3 And because of gentrification,  
4 which is a huge problem in Pittsburgh, people  
5 keep getting pushed further and further outside  
6 of the city, so it is inequitable to continuously  
7 get so much of your revenue from such a small  
8 percentage of your riders who are the cash  
9 riders. So something needs to be done about  
10 that.

11 So raising the price for everyone  
12 to \$2.75 so there's no incentive even then to  
13 cost besides the free transfers, not everyone has  
14 the money upfront to get a bus pass or, again,  
15 even has easy access to ConnectCards.

16 So you're part of the way there,  
17 but something needs to be done about inequity in  
18 bus transfers because transit is a necessary part  
19 of the economy. It's only logical.

20 Thank you and have a good day.  
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COMMONWEALTH OF PENNSYLVANIA ) ss  
COUNTY OF ALLEGHENY )

I, Diane G. Galvin, a court reporter and a notary public in and for the Commonwealth of Pennsylvania, do hereby certify that the witness was by me first duly sworn to testify the truth, the whole truth, and nothing but the truth; that the foregoing deposition was taken at the time and place stated herein; and that the said deposition was recorded stenographically by me and then reduced to typewriting under my direction, and constitutes a true record of the testimony given by said witness, all to the best of my skill and ability.

I further certify that I am not a relative, or employee of either counsel, and that I am in no way interested, directly or indirectly, in this action.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my seal of office.

  
Diane G. Galvin

Commonwealth of Pennsylvania - Notary Seal  
Diane G. Galvin, Notary Public  
Allegheny County  
My commission expires July 22, 2022  
Commission number 1055705  
Member, Pennsylvania Association of Notaries

<b>\$</b>	<b>comment</b> [1] - 1:14 <b>Commonwealth</b> [1] - 4:4 <b>COMMONWEALTH</b> [1] - 4:1 <b>ConnectCards</b> [2] - 2:15, 3:15 <b>constitutes</b> [1] - 4:7 <b>continuously</b> [1] - 3:6 <b>cost</b> [1] - 3:13 <b>counsel</b> [1] - 4:10 <b>COUNTY</b> [1] - 4:1 <b>court</b> [1] - 4:3	<b>given</b> [1] - 4:8 <b>great</b> [2] - 2:10	4:5	2:18, 3:8, 3:9 <b>ridership</b> [1] - 2:19 <b>riding</b> [1] - 2:17 <b>rolling</b> [1] - 2:6 <b>RUDENBORG</b> [1] - 2:2 <b>Rudenborg</b> [1] - 2:3
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PORT AUTHORITY PUBLIC HEARING ON  
FAIR FARES PROPOSED POLICY CHANGES 2021  
TELEPHONIC COMMENT

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TRANSCRIPT OF AUDIO RECORDING  
of a public meeting comment regarding the Fair  
Fare Proposed Policy Changes 2021.

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P R O C E E D I N G S

1  
2 MS. PALMER: Good morning. My name  
3 is Jerae Palmer, J-E-R-A-E P-A-L-M-E-R; 1107  
4 Spring Garden Avenue, Pittsburgh, Pennsylvania,  
5 15212.

6 I would like to ask Port Authority  
7 to consider lowering the reduced fare or free  
8 fare for senior citizens. The pandemic has  
9 affected us I think the most, I think because I  
10 am of that age, and I'm not 65.

11 And it becomes difficult for me to  
12 pay for transportation. I was hoping maybe you  
13 could consider 62, Social Security age, please.

14 Your consideration on this would be  
15 greatly appreciated. Thank you.  
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COMMONWEALTH OF PENNSYLVANIA ) ss  
COUNTY OF ALLEGHENY )

I, Diane G. Galvin, a court reporter and a notary public in and for the Commonwealth of Pennsylvania, do hereby certify that the witness was by me first duly sworn to testify the truth, the whole truth, and nothing but the truth; that the foregoing deposition was taken at the time and place stated herein; and that the said deposition was recorded stenographically by me and then reduced to typewriting under my direction, and constitutes a true record of the testimony given by said witness, all to the best of my skill and ability.

I further certify that I am not a relative, or employee of either counsel, and that I am in no way interested, directly or indirectly, in this action.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my seal of office.

  
Diane G. Galvin

Commonwealth of Pennsylvania - Notary Seal  
Diane G. Galvin, Notary Public  
Allegheny County  
My commission expires July 22, 2022  
Commission number 1056705  
Member, Pennsylvania Association of Notaries

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PORT AUTHORITY PUBLIC HEARING ON  
FAIR FARES PROPOSED POLICY CHANGES 2021  
TELEPHONIC COMMENT

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TRANSCRIPT OF AUDIO RECORDING  
of a public meeting comment regarding the Fair  
Fare Proposed Policy Changes 2021.

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P R O C E E D I N G S

1  
2 MS. KAREL: Hi. My name is Tessa  
3 Karel. I live at 3764 Orpwood Street,  
4 Pittsburgh, PA 15213, and I'm leaving comment  
5 about the new fare proposal from Port Authority.

6 I think it needs to go further. I  
7 think the recommendations are -- do have some  
8 merits, but they need -- they fall short of  
9 addressing the biggest problem with the fare  
10 system, which is that rider access to  
11 ConnectCards and cash is -- which is rider access  
12 to ConnectCards and cash fare costs. So cash  
13 riders are disproportionately low income and pay  
14 more for transit by design, and the proposal  
15 needs to address the unfair cost burden on cash  
16 users.

17 Cash riders already pay a full  
18 \$2.75 for every trip and transfer. Prior to the  
19 pandemic, cash riders made up 9 percent of  
20 ridership, and they paid 15 to 16 percent of the  
21 total fare revenue, and that's not right. Low  
22 income riders pay full fare, while virtually  
23 every other constituency pays less for transit.

24 We need bulk bus passes and transit  
25 incentive programs so we can shift the burden of

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fare cost to the large companies who profit most from public transit, and fare evasion needs to be decriminalized.

Time and again Port Authority asks low income people to drop everything to give feedback about fares and then doesn't do much to prove that you're listening, so this is your opportunity to prove that you're licensing. And I will be paying attention.

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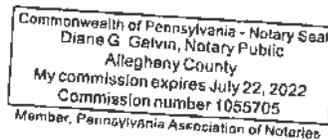
COMMONWEALTH OF PENNSYLVANIA ) ss  
COUNTY OF ALLEGHENY )

I, Diane G. Galvin, a court reporter and a notary public in and for the Commonwealth of Pennsylvania, do hereby certify that the witness was by me first duly sworn to testify the truth, the whole truth, and nothing but the truth; that the foregoing deposition was taken at the time and place stated herein; and that the said deposition was recorded stenographically by me and then reduced to typewriting under my direction, and constitutes a true record of the testimony given by said witness, all to the best of my skill and ability.

I further certify that I am not a relative, or employee of either counsel, and that I am in no way interested, directly or indirectly, in this action.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my seal of office.

  
Diane G. Galvin



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# Written Comment 1 (*letter*)

## UPMC DISABILITIES RESOURCE CENTER

UPMC Disabilities Resource Center  
Forbes Tower, 7th Floor, Suite 7015  
3600 Forbes Avenue at Meyran Avenue  
Pittsburgh, PA 15213

April 29, 2021

Port Authority of Allegheny County  
Attn: 2021 Fare Proposal  
Heinz 57 Center  
345 Sixth Avenue, Third Floor  
Pittsburgh, PA 15222

Thank you for the opportunity to comment on the changes to fare policy at the Port Authority of Allegheny County. My name is Dr. Ashli Molinero and I serve as the Director of UPMC Disabilities Resource Center. Today, I am speaking on behalf of a rider and consumer, Ms. Shirley Abriola, who graciously agreed to share her testimony.

A Monroeville resident, Ms. Abriola, who lives on a fixed income, is deeply concerned about the impact of fare increases. In many cases, it may pose a barrier to accessing healthcare and work opportunities as well as to social engagement that is much needed post-COVID. Ms. Abriola has cerebral palsy and has used a power wheelchair for most of her adult life. Access to public transportation enabled Ms. Abriola to earn her Master's Degree in Social Work at the University of Pittsburgh, enables her to work as a disability advocate and educator, enables her to independently attend to her healthcare needs and wheelchair maintenance, and enables her participation in social activities with her friends in the city at her favorite bookstores and coffee shops.

The following are Ms. Abriola's comments.

*"Reflecting on the many ways life for people with disabilities has changed in the 30 years since the passage of the Americans with Disabilities Act, I want to share with you the impact that access to public transportation has had on my life. It has also afforded me many opportunities in my education and work that would not have been as possible had the ADA not been passed to ensure that everyone has the ability to do something as simple and valuable as riding the bus.*

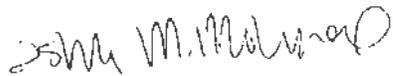
*Because of the ADA I can take public transportation as a wheelchair user. Riding the bus might be taken for granted by many, but it allows me the freedom to travel around my community, and beyond, gives me a sense of control over my life, and allows me to engage with my community and establish relationships with other people.*

*Riding the bus allows me the freedom to be spontaneous and travel at will around the city independently, affording me some much-needed alone-time away from people I live with and*

my aids. I also value the opportunity to meet people in my community on the bus and challenge their expectations of a person with disabilities.

Please consider the hardship that rate increases may have on riders' access to healthcare, employment opportunities and pursuit of well-being through social engagement."

Sincerely,

A handwritten signature in black ink, appearing to read "Ashli M. Molinero". The signature is written in a cursive, flowing style.

Ashli M. Molinero, DSc  
Director, UPMC Disabilities Resource Center

# Written Comment 2 (*letter*)

April 22, 2021

TO: JOE BIDEN  
LESLIE S. RICHARDS  
KATHLEEN KELLER

FROM: Odell Peoples, JR.

P.O. Box 160202  
Pittsburgh, Pa. 15233

RECEIVED MAR 10 2021

For Port Authority of Pittsburgh, I put in a "motion" for a "FIVE" freeze on your proposed fare change on that there will not be a charge of \$3.00 dollars on anyway fare. My motion is for my motion to go through this court system on this day of April 22, 2021 and your address is Port Authority, ATTN: 2021 Fare Proposal, Heinz 57 center 345 Sixth Avenue, Third Floor, Pittsburgh, PA 15222.

My motion for a reduction from \$2.50 stored Value Full Fare go down to \$2.00 stored Value Full Fare. Also my next motion for that the single trip value must not be eliminated ever it must be below \$2.50 single trip forever. My next motion is to denied any proposal from Port Authority drivers, Port Authority management or any other third parties

moving on, I have a personal issue created Port Authority and I have only one name and it appears on this document today, Port Authority and employees have altar changed, and violated my name for unseen reasons. I want my name right. OR I tell someone to help me do that.

Furthermore, I want to tell "all" a story about an individual going into a Port Authority garage taking a "bus" out of that garage. This individual picked-up and drop-off people in Pittsburgh Pittsburgh as if they worked for Port Authority let me tell you this individual did not work for Port Authority at that time. This individual without formal training training drove a bus in Pittsburgh and do not know how times this happen out of Port Authority garage. This real story made the local news stations. If you do not be me check for yourself. So anybody can drive a bus.

There are other ways for Port Authority to get funding. And finally, most Port Authority start a hassle with black males about the fare than any other class. This is called M... Hunting which leads to conflicts that should not exist for the black male. OS

Portion of letter redacted for use of sensitive language

# Written Comment 3 (*letter*)

SARA INNAMORATO, MEMBER  
21ST LEGISLATIVE DISTRICT  
25A EAST WING  
P.O. BOX 202021  
HARRISBURG, PENNSYLVANIA 17120-2021  
(717) 783-9114  
FAX (717) 780-4781

5154 BUTLER STREET  
PITTSBURGH, PENNSYLVANIA 15201  
(412) 781-2750  
FAX (412) 781-2880



House of Representatives  
COMMONWEALTH OF PENNSYLVANIA  
HARRISBURG

COMMITTEES

FINANCE  
LABOR & INDUSTRY  
POLICY COMMITTEE  
TRANSPORTATION  
URBAN AFFAIRS

ALLEGHENY COUNTY DELEGATION, VICE CHAIR

CAUCUSES

CLIMATE CAUCUS  
WELCOMING PA CAUCUS, CO-CHAIR  
PA SAFF CAUCUS  
WOMEN'S CAUCUS  
WOMEN'S HEALTH CAUCUS

May 5, 2021

RECEIVED MAY 10 2021

Dear Ms. Kelleman,

First, thank for your leadership in designing a public comment period that allows for riders and organizations that serve our communities to provide feedback and engage in a dialogue ahead of proposed fare changes. With complete appreciation for the duty you have to protect the Port Authority's financial viability and the difficult decisions ahead, I also write to express my concerns over Port Authority's new fare proposal and respectfully request Port Authority create a free or reduced fare program for our neighbors who are eligible for EBT cards to protect out most vulnerable public transit consumers.

I applaud the elimination of the fee for transfers in our neighborhood, which will help ease the burden of transit users and increase accessibility to those who possess a ConnectCard. In addition, I believe the proposal to allow for the rolling timeline for seven-day and monthly passes to begin on the first day they are used, rather than the first day of the week or month will have a positive impact on public transit users.

However, these proposals do not go far enough to center the needs of the most financially vulnerable transit users in the region, including the 8-9% of riders paying with cash. For these users there is no savings, and therefore this proposal lacks the vital equity mechanisms necessary to create a public transit system for us all. More action is required.

Last June, I joined my colleagues in the General Assembly, members of the Allegheny County Council, and other community leaders in calling for the creation of a low-income fare program. Again, I recognize the Port Authority makes difficult decisions to stay financially viable, but the need for a low-income fare program is essential to create a transit system that can move us towards a fair and just economic recovery in a post-COVID-19 world.

I ask that Port Authority heed the input from our dedicated community-based organizations and impacted residents. As a member of the Pennsylvania House of Representatives, I am a ready and willing partner in the creation of an emergency relief program. I look forward to working together to make our regional transit system that leaves none of our neighbors behind.

Sincerely,

Sara Innamorato  
State Representative  
21<sup>st</sup> Legislative District

CC: County Executive Fitzgerald  
Members of the Port Authority Board

# Written Comment 4 (*letter*)

Dear Port Authority,

I am a senior citizen. I have used public transportation all my life. I find it 99% of the time reliable. I ride the 57 carrick bus, the blue line out to So hills Village to shop, the silver line out to library to work. Yes I still work. So you know I use your services.

You would collect more fares making everyone pay when they get off the buses or Trolley. I have watched & heard people run off with out paying, tell the driver their story why they cant pay when he reminds them the fare is due. There are no free rides, even for us old people.

Rosmary Geyer  
426 Cornsboro Ave  
Pittsburgh Pa 15210  
"Bon die"

# **Written Comment 5 (*fare change brochure*)**

**Port Authority of Allegheny County Current and Proposed Fare Structure/Policy Changes\***

**Exhibit A - Proposed 2021 Fare Policy Changes**

Current Product/Pricing		Proposed Product/Pricing	
Stored Value Full Fare	2.50	Stored Value Full Fare	2.75
Stored Value Half Fare	1.25	Stored Value Half Fare	1.35
Single Trip	2.50	Eliminated	N/A
Single Trip w/Transfer	3.50	Eliminated	N/A
	Currently not available	3 Hour Pass Full Fare	2.75
	Currently not available	3 Hour Pass Half Fare	1.35
Day Pass	7.00	Day Pass	7.00
10 Trip Full Fare Pass	25.00	Eliminated	N/A
10 Trip Half Fare Pass	12.50	Eliminated	N/A
Electronic Transfers	1.00	Eliminated	N/A
Calendar Weekly Full Fare	25.00	Calendar Weekly Full Fare	25.00 Via Corporate Web Portal Only
Calendar Weekly Half Fare	12.50	Calendar Weekly Half Fare	12.50 Via Corporate Web Portal Only
	Currently not available	7 Day Pass Full Fare	25.00
	Currently not available	7 Day Pass Half Fare	12.50
Calendar Monthly Full Fare	97.50	Calendar Monthly Full Fare	97.50 Via Corporate Web Portal Only
Calendar Monthly Half Fare	48.75	Calendar Monthly Half Fare	48.75 Via Corporate Web Portal Only
	Currently not available	31 Day Pass Full Fare	97.50
	Currently not available	31 Day Pass Half Fare	48.75
Annual Pass	1,072.50	Annual Pass	1,072.50
Connect Card Fee	1.00	Connect Card Fee	1.00
<b>Incline Tickets:</b>			
Single Trip Full Fare	2.50	Eliminated	N/A
Kids Single Trip	1.25	Eliminated	N/A
3 Hour Round Trip Full Fare	3.50	3 Hour Round Trip Full Fare	2.75
3 Hour Round Trip Kids Fare	1.75	3 Hour Round Trip Kids Fare	1.35
Transit Day Round Trip Full Fare	5.00	Eliminated	N/A
Kids Transit Day Round Trip	2.50	Eliminated	N/A

\*Notes: (1) As proposed, all fare changes proposed would take effect no sooner than July 1, 2021, subject to completion of necessary software updates, successful testing and implementation; (2) All fares applicable to all Port Authority transportation modes excluding U-Pass participants or other contractual fare agreements

Please submit your comments on the proposed fare changes:

#DefundThePolice

#InvestInInfrastructure

WAB

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Address \_\_\_\_\_

Apartment, suite, etc. \_\_\_\_\_

City \_\_\_\_\_

State/province \_\_\_\_\_

ZIP/Postal code \_\_\_\_\_

Email \_\_\_\_\_

# Public Hearing 1 Transcript

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## GALVIN REPORTING SERVICES

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2 PORT AUTHORITY PUBLIC HEARING ON  
3 FAIR FARES PROPOSED POLICY CHANGES 2021  
4 THURSDAY, APRIL 22, 2021  
5  
6

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9  
10 TRANSCRIPT OF PROCEEDINGS  
11 of a public meeting regarding the Fair Fare  
12 Proposed Policy Changes 2021, held via Teams  
13 Videoconferencing, commencing at 1:00 p.m., on  
14 the Thursday, April 22, 2021, at the time and  
15 date above set forth.  
16

17 \* \* \* \* \*

18 **Board Members:**

19 Jennifer Liptak, Vice Chair  
20 Michelle Zmijanac  
21 John Tague  
22 Stephanie Turman  
23 Ann Ogoreuc  
24 Senator Jim Brewster  
25 Jessica Walls-Lavalle  
Representative Austin Davis

1     **Port Authority Staff:**

2     Katharine Kelleman, Chief Executive Officer

3     Michael Cetra, Chief Legal Officer

4     James Ritchie, Chief Communications Officer

5     Inez Colon, Chief Human Resources Officer

6     Jeffrey Devlin, Chief Financial Officer

7     Donald Rivetti, Chief Operating Officer of  
8         Maintenance

9     Michael Heidcamp, Chief Operating Officer for  
10         Transportation

11     Peter Schenk, Chief Financial Officer

12     Sarah Kastelic, Digital Communications Specialist

13     Kelsey Shannon, Director of Business & Corporate  
14         Relations

15     **Speakers**

16     Dawn Plummer

17     Raqueeb Ajamu-Osagboro

18     Nthando Thandiwe

19     Miriam Weiss

20     Channon Williams

21     Raymond Robinson

22     Cherylie Fuller

23     Stephanie Heinrich

24     Julie Mallis

25     Sam Applefield

       Barb Warwick

       David Breingan

       Helen Gerhardt

       Laura Perkins

       Daniel Scullin

       Andrew Hussein

\* \* \* \* \*

P R O C E E D I N G S

(1:00 o'clock p.m.)

MS. KASTELIC: Let's get started.

Good afternoon. Thank you, everyone, for participating in today's public hearing regarding the proposed changes to Port Authority's fare policy.

We would like to provide you with some general housekeeping information. The live captions or closed captioning feature is enabled for this meeting. To use this feature, go to your meeting controls and select "options," "turn on live captions." The location of the meeting controls may vary by device being used.

For participants who wish to use the American Sign Language interpreter service, click on the list of meeting participants and choose an interpreter by name or phone number. Today's interpreter services are being provided by Alex, and Alex's name is on the list as Alex Interpreter Intern, and Nick whose name is on the list at Nick ASL interpreter. If you wish to use interpreting services, choose Alex or Nick's name in the list of meeting participants, and click on Pin under the list of available options. This

1 will pin the interpreter conversation block to  
2 your screen along with any presentation that is  
3 being shared.

4 Today's interpreters will alternate  
5 service times approximately every 15 minutes.  
6 Alex will begin today. Follow the same procedure  
7 outlined to pin each interpreter to your screen  
8 as the providers change.

9 Participants are required to remain  
10 muted on their devices throughout the hearing.  
11 The meeting moderator will mute participants  
12 throughout the hearing as needed. Speakers will  
13 be able to unmute their device when their name is  
14 called to provide testimony.

15 Participants who may be calling in  
16 by phone are asked to press Star 6 to mute their  
17 connection. Speakers who phone in will be able  
18 to unmute their phone to provide testimony by  
19 also pressing Star 6 on their keypad.

20 The Chat Bar feature will be  
21 disabled for the course of this hearing. No  
22 comments will be taken through the Chat Bar  
23 feature.

24 Speakers will be called to provide  
25 testimony at their registered time. Participants

1 who wish to speak are asked to clearly state  
2 their name prior to providing testimony.  
3 Testimony is limited to three minutes per  
4 speaker. The timer begins once you begin  
5 speaking. You will be notified when 30 seconds  
6 remains. You will be muted at the three-minute  
7 mark.

8                   If you turn your camera on, please  
9 be aware of your own movements, background  
10 images, or other activity that could cause a  
11 distraction to the proceedings of the hearing.

12                   Today's meeting is a public  
13 hearing. Testimony will be taken during this  
14 hearing. No commentary will be provided by  
15 Port Authority Board Members or representatives  
16 of Port Authority who are participating in  
17 today's hearing. Port Authority Board Members  
18 who will be participating throughout today's  
19 hearing are Jennifer Liptak, Stephanie Turman,  
20 Ann Ogoreuc, John Tague, Michelle Zmijanac,  
21 Representative Austin Davis, Jessica  
22 Walls-Lavalle.

23                   Members of Port Authority staff who  
24 will be participating throughout the course of  
25 the hearing are Michael Cetra, Chief Legal

1 Officer; James Richie, Chief Communications  
2 Officer; Donald Rivetti, Chief Operating Officer  
3 for Maintenance; Michael Heidkamp, Chief  
4 Operating Officer for Transportation; and  
5 Inez Colon, Chief Human Resources Officer.

6 As a reminder, this meeting is  
7 being recorded. Thank you again for your  
8 participation in today's public hearing. I will  
9 now turn the meeting over to our Chief Executive  
10 Officer, Katharine Kelleman, to provide  
11 additional comments and begin today's hearing.

12 MS. KELLEMAN: Thank you, Sarah.  
13 Thank you, everyone, for joining us today.  
14 Welcome to the first of our three hearings. We  
15 value your input, and we want to hear what you  
16 have to say about our proposal. I've said it  
17 before, but it bears repeating. I believe a  
18 three-hour pass with a marginal price increase  
19 and a 7-day and 31-day rolling passes at the same  
20 cost of the current weekly and monthly passes  
21 provide greater value and money -- and for the  
22 money and more flexibility to our passenger.  
23 But, of course, that's me, and we want to hear  
24 from you how these solutions work for you.

25 We're still working on solutions

1 for lower-income riders in concert with our  
2 community and for unbanked riders, and we would  
3 greatly appreciate any comment or feedback that  
4 can focus on that and help us take our next steps  
5 in these areas.

6 I know you're eager to provide your  
7 feedback and your comments, so I will stop  
8 talking now. Again, thank you for participating  
9 with us today, and I will turn it over to Kelsey  
10 Shannon to call our first speaker.

11 MS. SHANNON: Everyone, our first  
12 speaker is Dawn Plummer.

13 MS. PLUMMER: Good afternoon. My  
14 name is Dawn Plummer, and I serve as the  
15 Executive Director of the Pittsburgh Food Policy  
16 Council. We're a collective impact organization  
17 that brings together a network of over 100 food  
18 systems entities to create a just, equitable and  
19 sustainable food system. We are food. We are  
20 foodies. We're public health professionals,  
21 we're food business owners, farmers, public  
22 officials, food security and anti-hunger  
23 organizations, hospitals, universities and many  
24 more. We're a proud partner of the City of  
25 Pittsburgh and Allegheny County on efforts to

1 advance food equity in our region.

2 In a broad partnership, we  
3 facilitated, and I believe we've shared before,  
4 the development of our region's first  
5 comprehensive food plan in 2020. And part of the  
6 Greater Pittsburgh Food Action Planning process  
7 was to hold a series of community conversations  
8 with 140 residents in communities that both had a  
9 low income and low vehicle access. I emphasize  
10 this was before the pandemic.

11 And when we asked residents in  
12 Natrona Heights, McKees Rocks, Pittsburgh's  
13 East End, the South Hills, Penn Hills, and beyond  
14 what are your top food-related concerns, the top  
15 answer that we heard over and over again was the  
16 affordability and accessibility of  
17 transportation.

18 Since COVID-19, we've prioritized  
19 our work and identified nine priorities,  
20 including transportation, and as we've been  
21 talking with social service, business and  
22 community partners on the ground, there's a broad  
23 and a growing support for fair fares for a full  
24 recovery, and a pilot low-income program that  
25 would provide SNAP users with free public

1 transportation.

2           While the Port Authority study and  
3 proposal suggests a path forward for some  
4 system-wide and technical challenges faced by the  
5 Authority, we have an immediate opportunity to be  
6 creative, to bring together city, county, and  
7 state funds to get this done. A low-income fare  
8 relief program would be a critical piece of a  
9 broader patchwork of public policies that can  
10 lighten the blow to those hardest hit in our  
11 county by the pandemic and its resulting economic  
12 distress.

13           Today we have an unprecedented, and  
14 I can't emphasize enough, once in a generation  
15 opportunity to test a potentially powerful  
16 solution by leveraging federal relief dollars  
17 coming into our state and region.

18           The Federal Transportation  
19 Authority notes that specific allowable uses for  
20 the CARES Act, or the CRRSAA funding, can be used  
21 to reimburse operating costs associated with  
22 providing fare-free service.

23           The National Association of  
24 Counties notes that specific allowable uses  
25 outlined in the American Rescue Plan include but

1 are not limited to responding to or mitigating  
2 the public health emergency with respect to  
3 COVID-19 or its negative economic impacts.

4 We ask that the Port Authority  
5 commit to working arm-in-arm with government,  
6 nonprofit business and community partners to get  
7 this done. We must take advantage of this  
8 opportunity now. It would allow families to get  
9 to the grocery store instead of going hungry. It  
10 would allow people to go to the doctor's office  
11 for timely treatment and vaccination rather than  
12 become sicker or remain unvaccinated. It would  
13 allow individuals to get back to work with  
14 reliable transportation as our economy recovers.

15 I once again want to thank you for  
16 your time and allowing me to share the  
17 perspective of our broad and growing coalition  
18 who is standing behind fair fares for a full  
19 recovery.

20 Thank you.

21 SENATOR BREWSTER: Director  
22 Kelleman, this is Senator Brewster. I'm on the  
23 call.

24 MS. KELLEMAN: Thank you, Senator.  
25 Thank you for joining us today.

1 MS. SHANNON: Thank you, Dawn, for  
2 that. And our next speaker is set to speak at  
3 1:10, so I will -- everyone just a minute here.

4 MS. AJAMU-OSAGBORO: That would be  
5 me. Are you ready for me?

6 MS. SHANNON: Is that --

7 MS. AJAMU-OSAGBORO: My name is  
8 Raqueeb Ajamu-Osagboro.

9 MS. SHANNON: Thank you. Yes, if  
10 it's okay with everyone else, then we can move  
11 ahead.

12 MS. AJAMU-OSAGBORO: Hi.  
13 Reiterating to everyone, my name is Raqueeb, and  
14 I am the Founder and Executive Director of the  
15 Black Urban Gardeners and Farmers of Pittsburgh  
16 Co-op. I'm an urban agriculturalist, which means  
17 I mix urban farming with business and community  
18 development. I have a background in announcing  
19 and in identification work as well, but mostly  
20 urban economic environment.

21 I think it's important to stand  
22 behind what the Pittsburgh Food Policy Council  
23 and its various organizations for the support of  
24 this. I can't say no more than Dawn has said  
25 already. She did a really good job, but no one

1 should have to, one, walk outside their community  
2 for a grocery store. Living in a food apartheid  
3 area and working in a food apartheid area, you  
4 may be familiar with the word food desert, but  
5 we choose to use food apartheid because that's  
6 where black and brown people mostly live that are  
7 mostly low-income, and there isn't great access  
8 to food.

9                   Now, there are those of us who are  
10 working on measures to remedy this, and we have  
11 been successful so far, but it doesn't happen  
12 overnight. But over the years, seeing some work  
13 that the Port Authority has done by cutting  
14 transportation off, everyone doesn't have the  
15 means to always travel on the bus financially.

16                   So it is a great proposal to  
17 let SNAP recipients can be able to have no cost.  
18 That's important. It's paramount moving forward.

19                   In the neighborhood where I live,  
20 if I didn't have access to a vehicle, I would  
21 have to catch two buses to get to another  
22 neighbor to go grocery shopping. And it's not  
23 just transportation for food, as Dawn mentioned,  
24 healthcare as well. But it's also people who  
25 need to go to work. Everyone isn't making a

1 livable wage in this city. And what's considered  
2 livable to me may not be considered livable to  
3 others. So that's a financial strain as well,  
4 especially moreover in the face of COVID.

5 I have seen Pittsburgh decline in  
6 transportation. I would say it's a  
7 transportation apartheid area, just to throw that  
8 out there. But also as a black woman where the  
9 disparities in the City of Pittsburgh for black  
10 woman are unjust and unfair and very high, it  
11 makes it even harder, especially when you're a  
12 single parent, and you have multiple children,  
13 and you have to get on the bus and pay some of  
14 their bus fare as well.

15 With this proposal, it would  
16 relieve a financial burden for a lot of people to  
17 be able to go grocery shopping, to shop for fresh  
18 produce for their household. It would also  
19 help -- cut health disparities, especially in the  
20 African American community.

21 That's all I have to say. Thank  
22 you.

23 MS. SHANNON: Thank you. And I see  
24 that our next speaker is on. Nthando Thandiwe.  
25 I'm sorry. I apologize in advance for

1 mispronouncing anyone's name.

2 But I do see that you are on. If  
3 you would, please go ahead?

4 MR. THANDIWE: Sure. Yeah, pretty  
5 close, Nthando Thandiwe.

6 So, yes. My name is Nthando. I'm  
7 a budget and policy analyst with the Pittsburgh  
8 Budget and Policy Center. I'm also a resident of  
9 Pittsburgh.

10 I'd just like to say that the  
11 Port Authority is a public agency and operates as  
12 a public service and essentially must be  
13 responsible to the needs and the financial  
14 circumstances of its riders.

15 Since March 2020, the COVID  
16 pandemic and recession has hit black, indigenous,  
17 people of color or lower-income residents the  
18 hardest. The Port Authority has an opportunity  
19 to ensure low-income riders and black riders have  
20 access to food, healthcare and work with a fair  
21 relief program.

22 Prior to COVID-19, 65 percent of  
23 Port Authority riders had an annual individual  
24 income of less than \$35,000. In a survey  
25 conducted pre-pandemic, 41 percent of transit

1 riders identified as black or African American.  
2 Those residents used transit to access  
3 life-sustaining services such as food, food  
4 stores, employment, pharmacy and medical  
5 services.

6 Since black lives do matter, the  
7 transit authority must enact a fair relief  
8 program because black lives are at stake. The  
9 implementation of a program can be easily  
10 established based on riders with EBT cards or  
11 SNAP beneficiaries. Riders can simply show their  
12 EBT cards in lieu of payment.

13 And there's enough money to cover  
14 this, with it only costing an estimated four to  
15 eight million. That's a fraction of the American  
16 Rescue plans funds being received by the State,  
17 which is 7.35 billion; by the county, which is  
18 383 million; and by the City of Pittsburgh, which  
19 is 355 million.

20 We need to seize this once in a  
21 life -- this "once in a century moment" and use  
22 these federal resources to address structural  
23 inequities. The four to eight million is  
24 inexpensive investment to support low-income and  
25 black communities that will also support a

1 long-term investment in increasing ridership for  
2 the future.

3 It is estimated that the Fare  
4 Relief Program for low-income riders can boost  
5 ridership by about 1.2 million trips per year  
6 with little to no impact on operating costs.  
7 Additionally, by increasing ridership, the  
8 Port Authority could potentially recover in-state  
9 funding, some of the anticipated loss in revenue  
10 due to the Pennsylvania State Funding formula.

11 This is not a new idea. There have  
12 been other successful programs, including in  
13 Seattle, where they've expanded the lower-income  
14 fare programs during the pandemic.

15 The Fare Relief Program is one step  
16 in implementing an equitable solution that  
17 benefit populations who have systemic barriers in  
18 achieving a healthy, safe and economically stable  
19 life. Thank you for your time.

20 MS. SHANNON: Thank you.

21 So we are running a little quickly,  
22 so I want to make sure that first, I say thank  
23 you to the speakers that have gone so far. And  
24 just a quick reminder to those will be coming up  
25 next that the comments are limited to three

1 minutes.

2 Next, we have Miriam Weiss.

3 MS. WEISS: Hello. My name is  
4 Miriam Weiss. I'm a pediatrician in Pittsburgh  
5 taking care of children from all different  
6 socioeconomic classes throughout the city. My  
7 clinic is located in Oakland, and we have  
8 children and families coming from all over the  
9 city, in the outskirts, in an attempt to take  
10 care of their children.

11 Infants and young children out  
12 there require multiple appointments yearly to  
13 follow-up medical conditions, to get up-to-date  
14 on their immunizations and provide the support  
15 that allows our children to be healthy and to  
16 thrive.

17 Often our minority populations  
18 carry a heavier burden of medical issues and  
19 require multiple visits in order to best support  
20 their health. This requires them to have  
21 affordable transportation.

22 I've been committed to the health  
23 and welfare of children throughout our  
24 communities and am constantly brainstorming ways  
25 to get children and families to appointments and

1 to programs available in order to best support  
2 their mental and physical wellness.

3 This involves them having the  
4 ability to get to appointments and to have  
5 reliable transportation to get access to healthy  
6 food and social resources that are provided  
7 throughout our communities.

8 I watch on a daily basis those  
9 families throughout this community put children  
10 first, but it involves the families having access  
11 to these resources, and transportation is a  
12 significant cost and burden for these families.  
13 And I look forward to everyone working together  
14 with the Port Authority to provide this better  
15 resource as a low-income option in order to help  
16 our families and communities thrive.

17 Children and families in our  
18 communities have been struggling to meet their  
19 daily needs, especially throughout this pandemic  
20 and their healthcare needs, in order to get  
21 healthy food options, get to activities and to  
22 childcare that really will allow our children to  
23 thrive.

24 On a daily basis, I am seeing  
25 transportation be a significant barrier to

1 children accessing healthcare, increasing the use  
2 of emergency departments and forcing children's  
3 medical needs to go unmet.

4 A lower-income fare relief program  
5 would provide options for families and would  
6 support our children and their ability to thrive.

7 As a member of the medical  
8 community, I support having a public  
9 transportation program that's affordable for our  
10 community members in order to support the health  
11 and wellbeing of children and our families.

12 Thank you for allowing me the  
13 opportunity to discuss these concerns and for all  
14 of us working together to have a more healthy  
15 community.

16 MS. SHANNON: Thank you, Miriam.

17 And I want to make sure we have our  
18 next speaker here. Channon Williams.

19 MS. WILLIAMS: That's Channon. Can  
20 you hear me?

21 MS. SHANNON: Yes.

22 MS. WILLIAMS: My name is Channon  
23 Williams, and I'm a Pittsburgher. I have been  
24 riding Port Authority for over 40 years,  
25 20-something years living near the incline but --

1 (audio interruption) and I just think that I feel  
2 as if -- the \$2.50 for single use for connect  
3 riders going up to \$2.75 and eliminating those  
4 transfers, it will have those, particularly the  
5 black community, incur an undue hardship. You're  
6 talking about not only \$2.75 for a single way,  
7 and that would increase that by \$2 for somebody  
8 who's riding for at least three hours, meaning  
9 just as the one speaker said, that oftentimes you  
10 need to take two buses to get to your  
11 destination.

12 Under your proposal, the incline  
13 riders would have \$2.75 for round trip for three  
14 hours, up to three hours, and what I would  
15 recommend are a couple things. If it's good  
16 enough for the incline, then maybe you need to  
17 see about that being just stated across the board  
18 for the \$2.75 for the three hours.

19 Lastly, I would like to make a  
20 comment that the other increase that would be --  
21 affected is not just that \$2.75, but I want you  
22 to understand that the \$7 day fare, it's only  
23 accessible by those who are able to get that  
24 either by those who live close to the service  
25 station for Port Authority, or at one of the bus

1 stations -- I should say on the East Busway or  
2 West Busway, picking that up at those kiosks  
3 rather than those who normally who would purchase  
4 them at a Giant Eagle. I think that you should  
5 make the access to the all-day pass more  
6 affordable, and I think that you should look at  
7 not eliminating the transfer policy.

8 And if you're going to do the three  
9 hours for \$2.75 for the incline up to three  
10 hours, I think you should just make that policy  
11 across the board.

12 Thank you.

13 MS. SHANNON: Thank you, Channon.

14 And we're onto -- I'm going to --  
15 everyone is moving through very quickly, and I  
16 appreciate that. I want to make sure that we  
17 stick to our timetable, so we don't get too far  
18 ahead and miss someone that's logging on. So  
19 we're going to wait a few minutes before we call  
20 our next speaker at the appropriate time.

21 (Off the record.)

22 MS. SHANNON: Sarah, if you're  
23 talking, you're muted.

24 MS. KASTELIC: Thank you so much.  
25 For anyone who may have just joined us, I just

1 would like to remind you that Alex and Nick are  
2 our two American Sign Language interpreters  
3 today, so if you would like to pin them to your  
4 screen, you just go to the list of participants  
5 and click Pin, and they will be pinned to your  
6 screen next to -- so that you can follow along.  
7 So please -- they will be alternating about every  
8 15 minutes. And Nick is signing right now, so I  
9 just wanted to share that with everybody. Thank  
10 you.

11 (Off the record.)

12 MS. SHANNON: Our next speaker is  
13 Raymond Robinson. Raymond, are you on the line?

14 MR. ROBINSON: Yes, I'm here.

15 Good afternoon. Thank you for the  
16 opportunity to speak with you today. My name is  
17 Raymond Robinson. I'm the Senior Manager of  
18 Partnerships with the Home at Children's Village.  
19 We work with students and families in Homewood  
20 and neighboring communities.

21 When the pandemic hit, and the  
22 corresponding Governor's orders were announced,  
23 our organization shifted gears and expanded our  
24 focus from students to families. We set out to  
25 identify the needs of the community and then work

1 with partners to address them.

2 As part of that effort, we  
3 conducted assessments of our families' needs. Of  
4 the families who indicated a need for food  
5 assistance, 56 percent reported not owning a  
6 vehicle, and 27 percent reported public transit  
7 as their primary mode of transportation.

8 Additionally, many of the residents  
9 of Homewood work in jobs considered essential  
10 during the pandemic. These are residents who  
11 still rely on public transit to get to and from  
12 work, and increasing fares would be a particular  
13 burden at this time.

14 In its report, the Port Authority  
15 expressed an understanding that riders will be  
16 facing economic hardships due to COVID-19. The  
17 report also cited a rider survey that showed  
18 low-income riders were more likely to use cash.  
19 Those riders will still pay for transfers under  
20 the Port Authority proposed changes.

21 Rather than adding to the financial  
22 struggles of residents, fare relief for residents  
23 who earn less than \$15,000 per year would free up  
24 money for residents to spend on other essential  
25 needs. The Port Authority should do more to

1 assist the riders who rely on them most.

2 This is an opportune time to do so  
3 with the Port Authority -- excuse me, the  
4 Port Authority having received or about to  
5 receive \$250 million in federal aid.

6 I recently saw the comments from  
7 the Port Authority that CARES Act funds cannot be  
8 used for fare relief, however, in the  
9 Port Authority's report, they cite a fare  
10 discount program by the MTC in the San Francisco  
11 Bay area that utilized CARES funding. The MTC  
12 actually switched gears and decided to extend the  
13 fare discount program after considering the  
14 economic impacts of COVID-19.

15 So I understand that the  
16 Port Authority, along with organizations and  
17 business across industries, have been impacted by  
18 COVID-19. However, implementing solutions that  
19 disproportionately affect vulnerable populations  
20 does not seem the right thing to do.

21 I would ask the Port Authority to  
22 reconsider their proposed fare increase and to  
23 instead implement the Fare Relief Program as  
24 proposed by the Fair Fares for a Full Recovery  
25 Coalition.

1 Thank you.

2 MS. SHANNON: Thank you, Raymond.

3 Next, we have Cherylie Fuller.

4 MS. FULLER: Can you hear me now?

5 MS. SHANNON: Yes.

6 MS. FULLER: Okay. Great. Thank  
7 you.

8 So thank you for the opportunity.  
9 My name is Cherylie Fuller representing the Hall  
10 of Concerned Citizens Council. And we are in  
11 support of the Port Authority to provide fare  
12 relief for low-income, at-risk transit riders.

13 We have been working with our other  
14 Allegheny County partners, gathering data and  
15 information currently on residents that are  
16 having problems with food insecurities, and  
17 particularly with transportation during the  
18 pandemic. We worked with some of our partners in  
19 the McKeesport area in making sure that seniors  
20 have ridership through the Lift Program and  
21 making sure that their providers have  
22 transportation for them as well. What we have  
23 found in speaking with our residents and doing  
24 online Zoom meetings with our residents is that  
25 shortly their unemployment will stop sometime

1 within the next few months. And as these  
2 individuals return to work, we are finding that  
3 the Port Authority, among other cities, have the  
4 highest fares in the United States. The  
5 Port Authority has the opportunity now to provide  
6 our residents, and particularly our lower-income  
7 residents, with the opportunity to have  
8 transportation as they return to work, and that  
9 most of them do not at the time have the finances  
10 to provide for their transportation on the  
11 Port Authority. And this would be transportation  
12 to seek jobs, going back and forth picking up  
13 their children from daycare, and other activities  
14 that they do within the city and within the City  
15 of Pittsburgh.

16           These individuals in our community  
17 return to work as their unemployment stops, as  
18 their \$300 a week stops, we must be proactive in  
19 making sure that they have the opportunity to be  
20 able to have an additional support from the  
21 Port Authority in making sure that they can move  
22 through this pandemic -- post -- as quickly as  
23 possible. Thank you and thank you for the  
24 opportunity of listening.

25           MS. SHANNON: Thank you.

1 Next, we have Stephanie Heinrich.

2 MS. HEINRICH: Hello. It's me. I  
3 moved into the Pittsburgh area about like a  
4 couple months ago. And my boyfriend and I work  
5 in the foodservice. Like we work like  
6 back-to-back, like night shifts. And I saw about  
7 the rise in prices for the fares and stuff, which  
8 I don't think that's a good idea because there's  
9 people that like work like constantly, like six  
10 days a week. There's been times like where the  
11 night shift buses don't come at all. I'm just  
12 real concerned, like that people like get done  
13 late at night unable to get home from work or get  
14 to work especially. That's my biggest concern.  
15 Like, I don't know about you guys, but I -- I  
16 hope you guys do the right thing by making sure  
17 everybody gets to and from work, especially --  
18 and there's people that are still getting like in  
19 the fast food service and whatnot. But that's my  
20 biggest concern. I ride the Ohio Valley bus, and  
21 there's been times where like the last bus at  
22 night, like 12 o'clock bus, has never come or  
23 anything for anybody, and it's been like freezing  
24 cold outside. And I -- I wouldn't want anyone  
25 else to be freezing out there. But I'm not sure

1 if it has been spoken about, but I just hope  
2 things are mentioned, or bus brought out about  
3 like what can we do to make sure that, especially  
4 the dayshift people or the nightshift people, can  
5 get to work.

6 But that's all I have to say.  
7 Thank you. And I've enjoyed the pleasure of  
8 speaking with you guys today.

9 MS. SHANNON: Thank you, Stephanie.

10 Next, we have Julie Mallis.

11 MS. MALLIS: Hello. Hi everybody.

12 My name is Julie Mallis. I'm the City Director  
13 of Repair the World Pittsburgh. Thank you so  
14 much for listening to us today.

15 I just wanted to take a few minutes  
16 to, you know, talk about my love and support of  
17 public transit and a great appreciation for  
18 Port Authority workers and the super, valuable  
19 asset that they provide for our city, and by  
20 making sure that we do have an equitable transit  
21 system, including extra access plans and benefits  
22 for lower-income workers and people in the city.  
23 I think that will increase the usage of the  
24 Port Authority bus system across all of the  
25 different neighborhoods that it does connect.

1 And I think that if we can't find ways to support  
2 lower-income residents and people in the region,  
3 we're going to see less and less usage of the  
4 system, and that's going to negatively impact  
5 everybody.

6 And at Repair the World, we know  
7 how important it is for transportation access and  
8 how that impacts food justice access, access to  
9 work, access to education, and so many other  
10 factors.

11 And so I just wanted to take a few  
12 minutes to advocate that we do everything we can  
13 to make sure that there are more equitable  
14 options available for lower-income riders,  
15 including folks who are eligible for EBT to get  
16 extra benefits through the ConnectCard.

17 And yeah, I thank you for taking  
18 the time today and making sure that all of the  
19 residents in our area and region have increased  
20 access to public transit so that it can be  
21 utilized more and connects more people in the  
22 neighborhoods. Thank you.

23 MS. SHANNON: Thank you, Julie.

24 Next, if they're here because I  
25 know we're a little far ahead, Sam Applefield.

1 MR. APPLEFIELD: Yes. Hello. Good  
2 afternoon. My name is Sam Applefield. In  
3 addition to working at the Pittsburgh Food Policy  
4 Council with Dawn Plummer, who you heard from  
5 earlier, I also serve as the President of the  
6 Board of Directors of the East End Food Co-op.

7 Many of our more than 15,000  
8 member-owners and shoppers rely on public  
9 transportation to access the co-op, and many use  
10 SNAP to purchase their groceries at the store as  
11 well. As such, we are deeply concerned about  
12 ensuring all people are able to afford  
13 transportation not only to our store but to  
14 access any other critical needs they might have.

15 Unfortunately, we do not feel that  
16 your proposed fare recommendations go far enough  
17 to make this a reality. I want to share with you  
18 our end statement, which we read aloud at the  
19 start of each of our monthly board meetings. It  
20 reads, "The East End Food Co-Op exists to enhance  
21 physical and social health in our community. To  
22 these ends, we will create, one, a sustainable  
23 member-owned business open to everyone; two, an  
24 ethical and resilient food infrastructure; three,  
25 a vibrant, dynamic community of happy, healthy

1 people; and four a creative vision to transform  
2 the future."

3 We offer a variety of discounts and  
4 programs in order to help us meet our end of  
5 creating business that is open to everyone. For  
6 example, we partner with the food trust to offer  
7 food bucks, an incentive program that provides \$2  
8 coupons for SNAP recipients for every \$5 spent on  
9 fresh produce. In 2020, last year, we issued  
10 over \$71,000 in coupons through this program.

11 Similarly, we've had a  
12 long-standing discount program for low-income and  
13 senior shoppers through which there are over  
14 \$100,000 in savings last year.

15 Both of these programs were  
16 expanded during the pandemic in recognition of  
17 the dire economic situation that our community  
18 was facing. That experience has led us to  
19 reevaluate these discount programs and consider  
20 how we can make them even more impactful, a  
21 process which we are currently in the middle of.

22 In this way, the East End Food  
23 Co-Op strives to lead by example of how to run a  
24 successful business while staying true to our  
25 values and meaningfully supporting our community.

1 I'd encourage the Port Authority to  
2 think through your mission of connecting people  
3 to life. Who are you connecting, and to what  
4 life-sustaining resources? It is clear that  
5 given the economic realities of the pandemic,  
6 lower-income families need relief. We have seen  
7 this relief provided in forms of eviction  
8 moratoriums and bans on utility shut-offs, but no  
9 such relief has been provided for transportation,  
10 which as we know, is essential to connect to  
11 jobs, grocery stores and medical appointments.

12 As such, I strongly encourage you  
13 to implement a pilot lower-income fare program as  
14 soon as practical. Thank you for your  
15 consideration.

16 MS. SHANNON: Thank you, Sam.

17 Next, we have Barb Warwick.

18 (No response.)

19 MS. SHANNON: Barb's scheduled time  
20 is 1:55, so we are a little ahead here. We will  
21 give Barb a few minutes.

22 If we have Dave Breingan on the  
23 line, we can move ahead to Dave and then come  
24 back to Barb if that works.

25 (No response.)

1 MS. SHANNON: We can come back to  
2 Dave as well. Do we have Helen Gerhardt? Or  
3 Laura Perkins?

4 (No response.)

5 MS. SHANNON: We will wait some  
6 more time to see if Barb comes online as she is  
7 slated to speak next.

8 (Off the record.)

9 MS. SHANNON: If we have Andrew  
10 Hussein on the call, who is also a speaker  
11 scheduled for later, but Andrew, if you want to  
12 speak now, you can feel free to.

13 (No response.)

14 (Off the record.)

15 MS. KASTELIC: Hi everyone. While  
16 we wait for our next speaker, I'd just like to  
17 share that in addition to the Port Authority's  
18 Senior Staff members that were named at the  
19 beginning of the meeting, we also have Jeffrey  
20 Devlin, our Chief Financial Officer, and Peter  
21 Schenk, our Chief Financial Officer on the call  
22 today.

23 And as a reminder for participants  
24 who wish to use the American Sign Language  
25 interpreter service, click on the list of meeting

1 participants and choose an interpreter by name or  
2 phone number. Today's interpreter services are  
3 being provided by Alex and Nick, and if you wish  
4 to use the interpreter services, choose their  
5 name in the list of meeting participants, and  
6 click on Pin under the list of available options.  
7 This will pin the interpreter conversation block  
8 to your screen along with any presentation that  
9 is being shared.

10 Today interpreters will alternate  
11 service approximately every 15 minutes. And Nick  
12 is currently signing. And you will follow the  
13 same procedure that I just went through to pin  
14 the interpreter to your screen. Thank you.

15 (Off the record.)

16 MS. SHANNON: It is now 1:55, which  
17 is Barb Warwick's scheduled time, so if we have  
18 Barb on.

19 MS. WARWICK: Yep, I'm here. Can  
20 you hear me?

21 MS. SHANNON: Yes, we can.

22 MS. WARWICK: Yeah. Okay. Great.  
23 So I'm -- yeah, I just wanted to join quickly  
24 just to say that, you know, some of these  
25 improvements that have been made are good, of

1 course, but that, you know, at the bottom line it  
2 really -- it really feels like we've been coming  
3 in front of the Board multiple times now, you  
4 know, asking for improvements that will help --  
5 that would benefit the most vulnerable riders,  
6 and that would, of course, be cash riders. But,  
7 you know, already we have some of the highest  
8 fares in the nation but, you know -- and the free  
9 transfer is great, but the poorest riders don't  
10 get it, right? They're still paying the full  
11 fare. I'm sure you've heard this many times  
12 before today. You know, and again, the rolling  
13 monthly payments are also great, but that doesn't  
14 help people who don't have the funds to pay for  
15 those cards, et cetera, upfront.

16 So, you know, while it's sort of  
17 like an okay start, it's not -- it's really not  
18 getting to the bottom, to the crux of the issue,  
19 which is that, you know, low-income riders need  
20 affordable bus fare. And it's kind of unclear  
21 why -- why we aren't just listening to what  
22 people are asking for and going forward with this  
23 extremely simple solution of letting people use  
24 their, you know, their Access card to get on the  
25 bus for free. That just seems so simple. You

1 know, it's been said so many times before. You  
2 know, the money is there. The stimulus money is  
3 there. The people who helped to get you the  
4 stimulus money are here on this call, asking you  
5 to make these changes.

6 So I guess I just -- it would -- it  
7 would really just -- I mean, it just seems sort  
8 of like a no-brainer to do this for the benefit  
9 of your most vulnerable riders, and quite  
10 frankly, your most loyal riders, right? Because  
11 without these riders, you don't exist. So, you  
12 know, we've seen that, you know, people like me  
13 who work Downtown, you know, we're working from  
14 home now. So your -- these improvements benefit  
15 me, but I don't need to ride the bus as much  
16 anymore, so let's keep people on the bus. Let's  
17 help the people who are riding the bus and, you  
18 know, made -- let them get on the bus with their  
19 Access card. That's it. That's all. Thanks.

20 MS. SHANNON: Thank you.

21 Next, we have David Breingan.

22 MR. BREINGAN: Hi. Good afternoon.  
23 My name is Dave Breingan. I'm the Executive  
24 Director of Lawrenceville United. I'm just here  
25 to support many of my colleagues in calling for

1 the Fair Fares Program. As the previous speaker  
2 said, it feels like a no-brainer to us as an  
3 organization really committed to equity, a really  
4 walkable neighborhood. Public transportation is  
5 critical to our future as a neighborhood. As a  
6 guy who spent, you know, the last five years  
7 getting yelled at three times a month about  
8 parking, we need to be investing in public  
9 transportation and really centering the needs of  
10 our most marginalized residents.

11 So I agree completely with the Fair  
12 Fares proposal. As the previous speaker just  
13 said, the simplicity of using the SNAP, the EBT  
14 cards, is really, I think, a very elegant  
15 solution.

16 And just speaking personally, you  
17 know, the simplicity of that really does, I  
18 think, encourage ridership. As a Pitt student,  
19 you know, my first exposure to public  
20 transportation was as a Pitt student knowing that  
21 that student ID card got me around the city, and  
22 that's what really first started getting me  
23 around the city and using public transportation  
24 and figuring out the bus system and, you know,  
25 that's kept my ridership from there. So I really

1       like the elegance of that proposal, and this  
2       seems like a really straightforward and great  
3       thing to do. We strongly encourage it from  
4       Lawrenceville United.

5                     Thank you.

6                     MS. SHANNON: Thank you, Dave.

7                     Next, we have Helen Gerhardt.

8                     Helen, did I just see you come on?  
9       Helen?

10                    MS. GERHARDT: Hello, how are you?  
11       So I am today speaking as a student member of the  
12       Human Rights City Alliance from Pittsburgh. And  
13       I want to address some of the very basic human  
14       rights and civil rights equity issues with  
15       current fare policy and needed changes to allow  
16       the most vulnerable members of our community, and  
17       those that should be protected under civil rights  
18       law, access to their most critical needs, as well  
19       as their ability to contribute to our community  
20       and to our healthcare system.

21                    So right now, those who have been  
22       most affected by a long-time systemic inequities  
23       and by the COVID health crisis are some of those  
24       who are the most reliant on public transit. They  
25       contribute a vast proportion of the current

1 farebox revenues of the Port Authority, and they  
2 would most benefit from following examples of  
3 other port authorities and other transit systems  
4 that have adopted fare capping, in which folks  
5 who pay cash would not have -- or those who would  
6 be paying for multiple rides, multiple -- would  
7 not have to pay more than \$25 for a weekly pass  
8 or the cost of a monthly pass.

9           So just one example I wanted to  
10 give is of personal care attendants who use the  
11 public transit system to give care all over the  
12 county. They often require multiple transfers to  
13 get just to one job, and they're often visiting  
14 multiple elderly people, people with  
15 disabilities, people with chronic illnesses to  
16 care for them. They're working at low wages, and  
17 they are often paying a really big proportion of  
18 whatever they make in transit costs. This is  
19 really exacerbated by how difficult it is to get  
20 their ConnectCards charged or to get  
21 ConnectCards. So at this point, there is not a  
22 wide-spread infrastructure for people to be able  
23 to use this system, and they are bearing a  
24 penalty that affects both them and their economic  
25 wellbeing, as well as the wellbeing of those that

1       they care for. So one of our long-term  
2       constituents is going to lose her car soon.

3                   MS. SHANNON: Helen, sorry. You  
4       have been muted for some reason, so I want to  
5       make sure that you take yourself off of mute. I  
6       don't know how that happened. It just happened  
7       within the last few seconds. The last thing we  
8       heard was that one of your constituents had their  
9       car taken away.

10                   MS. GERHARDT: So this, the people  
11       that she cares for are really dependent on her  
12       being able to use the public transit system.  
13       She's lucky enough -- she's -- because she's a  
14       senior and she would be able to continue to  
15       use -- she will be able to use the public transit  
16       system without cost, but this is -- there's a  
17       person that's just a few years younger than her,  
18       someone who has worked their whole life, and  
19       works all over the county, Alondia Herd, she has  
20       many times had to stay overnight at a patient's  
21       home and then was not able to access a  
22       ConnectCard to renew her weekly pass.

23                   MS. SHANNON: Helen, I'm sorry.  
24       Your three minutes is up.

25                   MS. GERHARDT: Yeah, thank you so

1 much.

2 MS. SHANNON: Thank you for your  
3 comments.

4 Next, we have Laura Perkins.

5 MS. PERKINS: Hi there. Can you  
6 hear me?

7 MS. SHANNON: Yes, I can. Thank  
8 you.

9 MS. PERKINS: My name is Laura  
10 Perkins. I'm the emergency response organizer at  
11 Casa San Jose. We work with the Latina  
12 population of Pittsburgh.

13 I would like to echo a lot of the  
14 comments that have been said in support of the  
15 Fair Fares, especially recently Dave Breingan and  
16 Barb.

17 We support the Fair Fares Campaign.  
18 And I'm a little surprised that after such a long  
19 and extensive study, this is what they came up  
20 with, honestly. I'm very discouraged by it  
21 because Pittsburghers for Public Transit has been  
22 saying what is needed to provide equitable  
23 services for years now, and the Fair Fares  
24 Campaign lays that out. And so let's follow that  
25 instead of these three solutions, that really are

1 not equitable solutions.

2 I work with the immigrant community  
3 of Pittsburgh. A lot of people that are coming  
4 here for the first time that don't have credit  
5 cards, and it's very difficult to do things when  
6 it's not in cash. A lot of our community are  
7 cash riders, and this problem doesn't -- or this  
8 solution does not address that at all.

9 A lot of our community work very  
10 long hours, and especially on the weekends when  
11 public transit is not good. And so if we want to  
12 be equitable, we need to look at what our  
13 lower-income population really need, and that's  
14 weekend services, better prices for cash payers,  
15 free transfers for cash payers, better access to  
16 the ConnectCard machines. So this, and I'll keep  
17 saying it, we need one in front of our office in  
18 Beechview. If that's where the community goes,  
19 why not put a ConnectCard machine right there so  
20 that we can help them access it.

21 During the pandemic, our community  
22 has been disproportionately hit, and the fact  
23 that prices for public transit have not adjusted  
24 to that is embarrassing. Pittsburgh needs to  
25 step up. We say that we're a welcoming city, but

1 this plan does not reflect that at all. It  
2 disproportionately hurts our low-income and  
3 immigrant communities.

4 We support the proposal for using  
5 SNAP and EBT cards, but it's not enough. We will  
6 always have cash riders. Our community will  
7 always disproportionately use cash on public  
8 transit, and we need to address that.

9 Thank you.

10 MS. SHANNON: Thank you, Laura.

11 Next, we have Daniel Scullin.

12 (No response.)

13 MS. SHANNON: And if you don't have  
14 Daniel Scullin online, we can get back to him  
15 later. Aurora Ortiz is after Daniel.

16 Aurora, are you on?

17 (No response.)

18 MS. SHANNON: Next, we have Andrew  
19 Hussein.

20 MR. HUSSEIN: Yes. Good afternoon.  
21 Can you hear me?

22 MS. SHANNON: Yes.

23 MR. HUSSEIN: Okay. Good  
24 afternoon. So to start with, as some people have  
25 mentioned, there's good points and bad points of

1 this plan. Good point is obviously kudos for the  
2 idea of the rolling pass instead of a pass that's  
3 locked into calendar base, and kudos on the  
4 transfer option for ConnectCard users. However,  
5 that's pretty much where the good parts of this  
6 plan end.

7           The majority of the things proposed  
8 in this plan are inequitable or don't help  
9 people, or need to go significantly back to the  
10 drawing board on. For starters, as nice as the  
11 rolling pass is, like I brought up during the Q &  
12 A, I still feel like we could go a step beyond  
13 that, and it would just be a minor change on the  
14 back-administrative end, not really super costly  
15 or intensive. Make it -- making the passes be a  
16 flex pass. In other words, if you use -- if you  
17 buy a 7-day pass and something happens, and you  
18 don't go out for a full 24-hours, yes, the pass  
19 is technically available, but if you don't use it  
20 for whatever reason at the end of the seventh  
21 day, the system should automatically add an extra  
22 day to your pass. Same would go for the 31-day  
23 passes, et cetera.

24           The next thing I would also say is  
25 that the issue with the cash fare is still not

1 being addressed appropriately, and it would be a  
2 simple fare equitable, reasonable process and  
3 matter to go back through if they can't prove  
4 that the fare is paid, because they don't even  
5 have a cash debit card, bring back paper  
6 transfers in some form or something, or have the  
7 fareboxes on the buses, which are, in fact,  
8 capable or at least were capable at one point of  
9 having that option so onboard tickets -- reinsert  
10 the stuff that was removed from the farebox  
11 because there's very clearly on the fareboxes a  
12 part labeled tickets that used to be there. I  
13 don't know if the internals were just taken out,  
14 or if Port Authority decided to cover it up or  
15 whatever but reactive the use of that mechanism  
16 for the cash fare payers.

17           The next thing is raising the fare  
18 25 cents for a ConnectCard user is not right  
19 either. There should not be any fare raises of  
20 any kind, whether it's a quarter, ten cents,  
21 whatever. There should not be raises in fares  
22 when we're on the heels of a pandemic.

23           And yes, I understand that the  
24 pandemic wasn't factored in when we started this  
25 process, but it happened. We should not just

1 pretend, oh, well -- yeah, we had our problems,  
2 but the riders are going to be able to pay that  
3 extra quarter, no problem, and they're getting  
4 the benefit of transfers on the card for free.  
5 But it's still not right. The timing is off, and  
6 I think that any increases should wait until the  
7 next time Port Authority is obligated to review  
8 the fares.

9 The next thing, moving on, day  
10 passes should be lowered.

11 MS. SHANNON: Andrew, that was the  
12 end of your three minutes. Thank you for your  
13 comments.

14 Next on our list is Daniel Scullin.  
15 If we have him on the line.

16 MR. SCULLIN: Hi there. Can you  
17 hear me?

18 MS. SHANNON: Yes.

19 MR. SCULLIN: Cool. Hi, everybody.  
20 My name is Dan Scullin. I'm Deputy Director of  
21 Food Recovery Logistics for 412 Food Rescue. I'm  
22 here today to speak in support of the Fare Relief  
23 Program because we all know that Pittsburgh and  
24 Allegheny County need an effective and equitable  
25 fare wage, reducing the costs of public

1 transportation for low-income populations.

2 I work at 412 Food Rescue every  
3 day. We work just to sort of overcome the  
4 systemic barriers that prevent families and  
5 individuals from having access to healthy food.  
6 We work -- directly organizations in the  
7 communities that are -- rely most of public  
8 transportation to get to healthy food sources.  
9 And I believe that fair access to public  
10 transportation would -- can play even a bigger  
11 role in individuals being able to commute out of  
12 what we call food swamps, areas where, you know,  
13 the biggest access to food is, you know, your  
14 fast food or your convenience stores, salty  
15 chips, salty snacks, sort of thing, and to be  
16 able to Port Authority to get to communities  
17 where there are more healthy, fresher options  
18 like grocery stores, things like that.

19 For that reason, that's why I  
20 think -- you know, that's why I support this fare  
21 relief program, because it's not just a  
22 transportation issue, but it's a public health  
23 issue as well.

24 I wanted to echo something that  
25 Dawn Plummer said. She's the Executive Director

1 of the Pittsburgh Food Policy Council. She said  
2 transportation is vital to the health and  
3 wellbeing of our communities and our food system.  
4 And I just want to echo that 100 percent.

5 We know that transportation options  
6 and costs are a huge barrier to be able to access  
7 healthy food, not only food but employment and  
8 other basic needs.

9 And since we have -- since the  
10 Port Authority has this access to COVID-19 relief  
11 funds, I think that using those funds as a way to  
12 sort of support the people that have been most  
13 economically hurt by the pandemic by providing  
14 sort of a fare relief program would have a huge  
15 impact on helping the basic health needs of those  
16 who are most vulnerable in our society.

17 As the past 13 months have shown us  
18 all that the inequities are prevalent in our  
19 society are here. They're not going away anytime  
20 soon, and we need to do everything we can to sort  
21 of support those that have kind of kept the  
22 working-class people who have sort of kept our  
23 society running over these past 13 months. And I  
24 think that this Fare Relief Program could be a  
25 step in that direction to sort of make that

1 equitable jump while helping health impacts for  
2 people who are most vulnerable in our society and  
3 for making sure that people can use the great  
4 resources that Port Authority offers to make sure  
5 we continue to have access to healthy fresh food.  
6 That's what I have to say.

7 MS. SHANNON: Thank you, Dan.

8 And we have one other speaker that  
9 has signed up for today to speak. I'm not sure  
10 that there are here yet. Aurora Ortiz?

11 (No response.)

12 MS. SHANNON: Aurora is not on yet.  
13 Then we can wait since their time is not now. So  
14 we can wait a little bit and -- until that time  
15 and see if they come on.

16 Thank you.

17 (Off the record.)

18 MS. KASTELIC: Hi, everyone. We  
19 are just waiting for our next speaker, who is  
20 registered to speak at 3:05 p.m. And while we do  
21 not have any additional speakers registered after  
22 that or until then, we will be leaving the line  
23 open for any speakers who may register until  
24 4 p.m. So I just wanted to let you know you're  
25 welcome to remain on the line, but we do not have

1 anybody registered until 3:05 p.m. Thank you.

2 (Off the record.)

3 MS. SHANNON: Hi, everyone. We're  
4 going to give it a couple minutes here for our  
5 next speaker, who is due to join us at 3:05 p.m.  
6 Thank you.

7 (Off the record.)

8 MS. SHANNON: It is 3:05, so I want  
9 to do a check just in case I've missed, did  
10 Aurora Ortiz join us? Again, Aurora Ortiz.

11 (No response.)

12 MS. SHANNON: We have no other  
13 registrations for speakers for the day, so I just  
14 want to give Aurora one last call out here.  
15 Aurora Ortiz.

16 (No response.)

17 MS. SHANNON: We will continue to  
18 monitor to see if we have any more registrations  
19 for today, but as of now, we don't have any more  
20 registered speakers.

21 MR. HUSSEIN: Food for thought,  
22 maybe open mic sometimes or at least tell jokes.

23 (Off the record.)

24 MS. SHANNON: This is a formal  
25 public hearing. There are no more speakers

1 registered, but we will continue to leave this  
2 line open for any speakers who may register  
3 before the meeting close at 4 p.m. You're  
4 welcome to remain on the line. Thank you.

5 (Off the record.)

6 MS. SHANNON: To date, no  
7 additional speakers have registered, but we will  
8 continue to leave the line open for the remaining  
9 15 minutes of the meeting and you are welcome to  
10 remain on the line. Thank you.

11 (Off the record.)

12 MS. SHANNON: Hello, everyone. The  
13 last slot for any speakers was -- is at -- was,  
14 is it 3:55 and it is 3:55 now, and it was not  
15 filled by anyone. So that will conclude our time  
16 here. Sarah will close this out.

17 MS. KASTELIC: Thank you for your  
18 participation in today's public hearing everyone.  
19 Information regarding registering for additional  
20 public hearing opportunities can be found by  
21 visited [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021).

22 That concludes today's public  
23 hearing.

24 Thank you.

25 (Whereupon, the hearing was

1 concluded at 4:00 p.m.)

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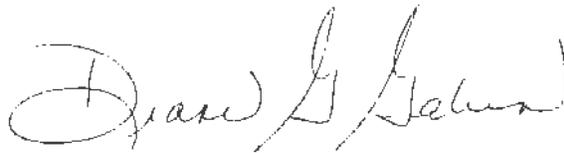
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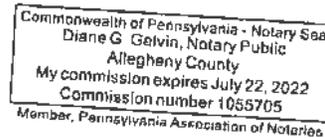
I, Diane G. Galvin, a court reporter and a notary public in and for the Commonwealth of Pennsylvania, do hereby certify that the witness was by me first duly sworn to testify the truth, the whole truth, and nothing but the truth; that the foregoing deposition was taken at the time and place stated herein; and that the said deposition was recorded stenographically by me and then reduced to typewriting under my direction, and constitutes a true record of the testimony given by said witness, all to the best of my skill and ability.

I further certify that I am not a relative, or employee of either counsel, and that I am in no way interested, directly or indirectly, in this action.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my seal of office.



Diane G. Galvin



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PORT AUTHORITY PUBLIC HEARING ON  
FAIR FARES PROPOSED POLICY CHANGES 2021  
TUESDAY, MAY 4, 2021

\* \* \* \* \*

TRANSCRIPT OF PROCEEDINGS  
of a public meeting regarding the Fair Fare  
Proposed Policy Changes 2021, held via Teams  
Videoconferencing, commencing at 4:00 p.m., on  
the Tuesday, May 4, 2021, at the time and date  
above set forth.

\* \* \* \* \*

**Board Members:**

- Jeffrey Letwin, Chairman
- Jennifer Liptak, Vice Chair
- Michelle Zmijanac
- John Tague
- Stephanie Turman

1     **Port Authority Staff:**

2     Katharine Kelleman, Chief Executive Officer

3     Michael Cetra, Chief Legal Officer

4     James Ritchie, Chief Communications Officer

5     Donald Rivetti, Chief Operating Officer of  
6         Maintenance

7     David Huffaker, Chief Development Officer

8     Inez Colon, Chief Human Resources Officer

9     Jeffrey Devlin, Chief Financial Officer

10    Michael Heidkamp, Chief Operating Officer for  
11         Transportation

12    Sarah Kastelic, Digital Communications Specialist

13    Melissa Rubin, Chief Communications Officer

14     **Speakers**

15    Monica Tibbits-Nut

16    Dr. Braveen Ragunanth

17    Jason Beery

18    Chris Watts

19    Denyne Pollard

20    Mim Seidel

21    Lorraine Starsky

22    Dana Dolney

23    Andrew Hussein

24    Aim Comperatore

25    Mel Packer

\* \* \* \* \*

P R O C E E D I N G S

(4:00 o'clock p.m.)

MS. RUBIN: Okay. In order to be respectful of everyone's time, we will go ahead and get started. Sarah, can you give me a thumbs-up if that's okay?

MS. KASTELIC: Yes, you are good to go.

MS. RUBIN: Okay. Perfect. So Katharine is ready.

Welcome. Thank you for participating in today's public hearing regarding the proposed changes to the Port Authority's fare policy.

We would like to provide you with some general housekeeping information. The live captions or the closed caption feature is enabled for this meeting. To use this feature, you will go to your meeting controls, select "options," and "turn on the live captions." The location of the meeting controls may vary by device being used.

For participants who wish to use the ASL interpreter service, click on the list of meeting participants, and choose an interpreter

1 by name or phone number. Today's interpreter  
2 services are being provided by Nick, and I  
3 apologize I didn't get the second one. Sarah, if  
4 you have the name, can you chime in there?

5 MS. KASTELIC: It's Connor.

6 MS. RUBIN: Connor, okay. Perfect.  
7 I apologize. So the first one you will be  
8 looking for is Nick, and he is listed as ASL  
9 Interpreter. And then Connor, also listed as ASL  
10 Interpreter.

11 So if you wish to use the services,  
12 you will select their name on the list of meeting  
13 participants and click on the "Pin," P-I-N, under  
14 the list of available options. This will pin the  
15 interpreter conversation block to your screen  
16 along with any presentation that's being shared.

17 Today's interpreters will alternate  
18 service times approximately every 15 minutes. So  
19 today Nick will begin, and they will switch back  
20 and forth, and you will follow the same procedure  
21 outlined to pin each interpreter to your screen  
22 as the providers change.

23 Participants are required to remain  
24 muted on their devices throughout the hearing.  
25 The meeting moderator will mute participants

1 throughout the hearing as needed. Speakers will be  
2 able to unmute their device when their name is  
3 called to provide testimony.

4           Speakers who may be calling in by  
5 phone are asked to press Star 6 to mute their  
6 connection, and then you will be able to unmute  
7 by pressing Star 6 again when it's your turn to  
8 provide testimony.

9           The chat bar feature will be  
10 disabled for the course of this hearing. No  
11 comments will be taken through the chat bar  
12 function.

13           If you turn your camera on, please  
14 be aware of your own movements, background  
15 images, or other activity that could cause  
16 distraction to the proceedings of the hearing.

17           Today's meeting is a public  
18 hearing. Testimony will be taken during this  
19 hearing. Speakers will be called to provide  
20 testimony at their registered time. Participants  
21 who wish to speak are asked to clearly state  
22 their name prior to providing their testimony.  
23 Testimony is limited to three minutes per  
24 speaker. The timer begins once you begin  
25 speaking. You will be notified when there are 30

1 seconds remaining, and you will be muted at the  
2 three-minute mark.

3 As you provide your remarks, please  
4 be specific as to your support or opposition of  
5 any and or all aspects of the proposal. No  
6 commentary will be provided by the Port Authority  
7 Board Members or representatives of  
8 Port Authority who are participating in today's  
9 hearing.

10 The Port Authority Board Members  
11 who will be participating throughout today's  
12 hearing are Jeffrey Letwin, Jennifer Liptak,  
13 Stephanie Turman, John Tague, Michelle Zmijanac.

14 Members of the Authority staff who  
15 will be participating throughout the course of  
16 the hearing are Jeffrey Devlin, Chief Information  
17 Officer; Michael Cetra, Chief Legal Officer;  
18 David Huffaker, Chief Development Officer; James  
19 Richie, Chief Communications Officer; Donald  
20 Rivetti, Chief Operating Officer for Maintenance;  
21 Michael Heidkamp, Chief Operating Officer for  
22 Transportation; and Inez Colon, Chief Human and  
23 Resource Officer.

24 As a reminder, this meeting is  
25 being recorded. Thank you again for your

1 participation in today's public hearing. I will  
2 now turn the meeting over to our Chief Executive  
3 Officer, Katherine Kelleman, to provide  
4 additional comments and begin today's hearing.

5 MS. KELLEMAN: Good afternoon.  
6 Thank you, Melissa. Thank you, everyone, for  
7 joining us. I hope everyone can hear me. Can  
8 everyone just say yes?

9 SPEAKER: Yes, ma'am.

10 MS. KELLEMAN: Thank you. Good,  
11 thanks.

12 So again, thank you for joining us  
13 today. You have heard us, if you've joined us  
14 before, you have heard this, but it does bear  
15 repeating. We are having a fare change process  
16 that instead of discussing increasing prices on  
17 all of our passes across the board, we are  
18 talking about introducing fare mechanisms which  
19 are really designed to make it easier for folks  
20 to get to their fares.

21 The introduction of a 3-hour pass  
22 instead of paying for trips plus transfers  
23 accommodates well over 90 percent of our  
24 passengers' everyday traffic in use, and moving  
25 to rotating passes where a pass is good for

1 31 days or 7 days from when you started and not  
2 an arbitrary day of the week. It gives  
3 flexibility to folks who don't get paid on the  
4 1st, or they don't have their resources on a  
5 Sunday, but maybe they do on Wednesday. Again,  
6 the intent on these improvements is to make fares  
7 easier for folks to be able to use.

8 We are aware that what we're  
9 talking about today are changes to our fare  
10 structure, so that's how much a fare costs at an  
11 individual point. We are aware that if someone  
12 is a cash payer, improvements to passes don't  
13 help if they can't get to a pass.

14 We also know we've had  
15 conversations in the past about fare capping,  
16 what that would be like as a tool, and what next  
17 steps to go forward for that, and there's a lot  
18 of interest in what Port Authority could do to  
19 support lower-income fare programs.

20 When we conclude this hearing today  
21 and a public comment window tomorrow, we can wrap  
22 up this fare structure and then move into these  
23 very important conversations about how to make  
24 pass purchases easier and what's the best way for  
25 Port Authority to be helping all of our patrons.

1                   Again, I thank you for joining us.  
2                   I'm sure you are anxious to give us your comment,  
3                   so I will turn it back over, and we can call our  
4                   first speaker. Again, thank you for joining us  
5                   today.

6                   MS. KASTELIC: Thank you,  
7                   Katharine.

8                   Hi, everyone. Our first speaker  
9                   today is going to be Monica Tibbits-Nut. Monica,  
10                  are you on the call, and if so, you can unmute  
11                  yourself.

12                  MS. TIBBITS-NUT: Yes, I am here.

13                  MS. KASTELIC: Thank you.

14                  MS. TIBBITS-NUT: Good evening. My  
15                  name is Monica Tibbits-Nut, and I sit on the  
16                  board of the Massachusetts Department of  
17                  Transportation and serve as the Vice Chair of the  
18                  Massachusetts Bay Transportation Authority Board  
19                  of Directors.

20                  For context, the MBTA moves 1.3  
21                  riders per day on average. The current cost to  
22                  our riders is \$2.40 for subway and \$1.70 per bus.  
23                  I am here tonight to testify regarding your  
24                  agency's fare recommendations.

25                  Our board has gone through a very

1 similar process over the last four years. As  
2 part of this process, we spent a significant  
3 amount of time talking with our riders in their  
4 communities. Our recommendations focus on  
5 several areas.

6 Access. We were addressing issues  
7 of access by making our fare card available at  
8 50-plus community locations. In the first two  
9 years of this program, more than 24,000 cards  
10 were distributed through community partners.

11 Cost disparity. In our case, we  
12 were also addressing the cost disparity between  
13 the cost of fare cards and using cash. As of  
14 September 2020, we made all fare payments the  
15 same regardless of whether a customer is using  
16 our CharlieCard, our Charlie ticket or paying  
17 with cash. This issue has major equity  
18 ramifications since there is a statistically  
19 significant correlation between payment mode and  
20 differences of geography and demographics across  
21 our system.

22 Fare evasion. Another major step  
23 for us was finally decriminalizing fare evasion.  
24 Riders can no longer be arrested solely for  
25 evading paying their MTBA fare.

1 Means-tested fares. Particularly  
2 close to my heart, we have worked with a team at  
3 MIT to understand what it would take to implement  
4 a means-tested fare across our system. The main  
5 thing we continue to struggle with is  
6 administration. We will actually be discussing  
7 this subject at our board meeting on Monday, but  
8 we are committed to getting a means-tested fare  
9 system to a pilot stage.

10 The decisions made by agencies have  
11 lasting impacts on our communities. As transit  
12 agencies, we have the power to increase access  
13 for our communities and to decrease suffering for  
14 our riders. The decisions we make now either  
15 carrier our communities into a better future or  
16 continue to contribute to historic and present  
17 inequalities.

18 Listen to your rider. Help your  
19 riders. The future success of your state and  
20 region will depend on it. Thank you again for  
21 the opportunity to speak this evening.

22 MS. KASTELIC: Thank you, Monica.

23 Our next speaker is Braveen  
24 Ragunauth. Braveen, if you're on the call, you  
25 can unmute yourself.

1 DR. RAGUNAATH: Yes, I am on.

2 Hopefully, you can hear me. Yes?

3 MS. KASTELIC: Yes.

4 DR. RAGUNAATH: Okay. Wonderful.

5 Well, thank you so much for this  
6 opportunity. My name is Dr. Braveen Ragunauth.  
7 I go by Dr. Ragu, like the pasta sauce, for all  
8 my patients and families. I'm a pediatrician  
9 here in Pittsburgh. I know I'm not the first  
10 pediatrician to be speaking with you today. I  
11 know other pediatricians such as Dr. Miriam Weiss  
12 and many other advocates and organizations have  
13 been speaking on this matter.

14 And I am mainly speaking in  
15 opposition for any increase in fares for our  
16 riders because transportation is such an  
17 important issue for our patients and families.  
18 Myself, being a pediatrician, what drives me here  
19 to speak today is for our women and our children  
20 particularly, who are traveling through the  
21 Port Authority buses to come and see us in the  
22 clinic and in the hospital in some of their most  
23 vulnerable moments. Sometimes mothers who I have  
24 seen taking -- bringing multiple children on the  
25 bus to try to make it for their pediatric

1 well-child visits or for their sick visits. And  
2 it is absolutely critical that we make this as  
3 accessible and as affordable for our families as  
4 possible.

5 I have so many stories that I can  
6 share. When I think about it over the years in  
7 my time practicing as a pediatrician, where I  
8 have seen -- you know, families do have -- really  
9 struggle to make it to appointments. And  
10 especially in the pandemic here where we have  
11 seen many, many families defer pediatric  
12 well-child care, therefore inhibiting the many  
13 children from getting their routine  
14 immunizations, their basic pediatric care. I  
15 have children who have elevated lead levels who  
16 need to be coming to the clinic to get that  
17 checked. So many essential, essential pediatric  
18 services that have been delayed and deferred, and  
19 now we're trying to play catch-up on these issues  
20 and these -- the care for our kids. And having  
21 them be able to make it to the clinic on -- in an  
22 affordable about way is absolutely mission  
23 critical for us as pediatricians for the future  
24 of this city, for the future of Pittsburgh, for  
25 our children and families in Pennsylvania. And I

1       feel that women and children are often not  
2       thought of in these areas until it's too late.  
3       And part of why I wanted to come and speak to you  
4       as a pediatrician on this is because it really  
5       hits home for our children and families. So  
6       thank you so much for your time.

7                   MS. KASTELIC: Thank you very much.  
8                   Our next speaker is Jason Beery.

9                   MR. BEERY: Hello. Good afternoon,  
10       everyone. My name is Jason Beery. I am the  
11       director of Applied Research at UrbanKind  
12       Institute.

13                   I'm here today to talk about a few  
14       things. First, I would like to state my support  
15       for free transfers for three hours for  
16       ConnectCard users and support for the rolling  
17       timeline for the monthly and weekly passes.  
18       Those things are both long overdue and much  
19       needed. I will say from personal experience that  
20       I have been in other cities, and was in other  
21       cities a decade ago, 20 years ago too, that has  
22       those options available and in place by that  
23       point, and it's very long overdue that we still  
24       do not have those here.

25                   But I'm also here to talk a little

1 bit about some concerns about the idea of raising  
2 the base price to \$2.75 for ConnectCard users,  
3 and I would like to talk about the two issues  
4 related to that, the first of which is the idea  
5 of increasing fares in the times of a pandemic.

6 As Dr. Ragu just spoke about and as  
7 other people have undoubtedly testified over the  
8 last hearings, the impacts of the pandemic have  
9 not been felt equally on everyone, and because of  
10 that, we know that our essential workers have  
11 been ones who have been required and requested to  
12 serve their country, and to serve their residents  
13 and their neighbors, to be at their jobs and to  
14 be able to get where they need to go in order to  
15 keep our economy running. And this is in  
16 addition to all of the necessary things that they  
17 need to do to keep their families safe. And so  
18 raising the price of the -- for ConnectCard users  
19 is still a fare increase in the time of pandemic.  
20 And so for those people who are lower-income,  
21 low-wealth families and individuals, it still is  
22 a burden for them.

23 A second concern is the idea, as  
24 stated in the report in terms of its values, that  
25 if fare equity is to be recognized and that

1 fairness is also a value of this -- of the  
2 report. Later on, on Page 18, the report states  
3 that equity is going to be achieved by raising  
4 the price of stored value of base fares. So  
5 equity here is achieved through raising the price  
6 to equal that of cash fares. But I would like to  
7 say that fare parody is not the same as fare  
8 equity. So we are still requiring cash payers to  
9 pay a large sum of money when they might not have  
10 those fares available, and they would still be  
11 required to pay transfer fares.

12 So there is still a  
13 disproportionate burden on cash payers, and I  
14 think that would be -- before any of these  
15 changes are accepted, a greater investigation  
16 into the impact on cash users should be  
17 recognized and investigated. Thank you.

18 MS. KASTELIC: Thank you, Jason.

19 Our next speaker isn't until 4:20,  
20 but Chris Watts, if you're on the call, you can  
21 go ahead and unmute yourself.

22 (No response.)

23 MS. KASTELIC: We'll give Chris a  
24 few minutes here. His time is at 4:20.

25 (Off the record.)

1 MS. KASTELIC: Hi, Chris. It looks  
2 like you just joined us. We're running a little  
3 bit early, but your time is at 4:20. If you'd  
4 like to go ahead and unmute and speak, you're  
5 welcome to.

6 MR. WATTS: Excellent. Hello,  
7 everybody.

8 Sorry for the delay if you were  
9 waiting for me, but I appreciate the opportunity.  
10 All right. Ready to go?

11 MS. KASTELIC: Yes.

12 MR. WATTS: Excellent. Well, since  
13 we're ready, my name is Chris Watts, and I serve  
14 as the Vice President of Ability for the  
15 Pittsburgh Downtown Partnership. The PDP is a  
16 nonprofit community development organization that  
17 develops and implements innovative programs and  
18 initiatives that enhance the Downtown  
19 neighborhood, create a vibrant residential  
20 population -- or cultivate a vibrant residential  
21 population and stimulate a diverse retail  
22 community.

23 As most of us know, Downtown serves  
24 as Western Pennsylvania's economic,  
25 transportation, cultural hub for a diverse

1 collection of over 110,000 daily pre-pandemic  
2 commuters, 19,000 residents, 6,000 students, and  
3 13 million annual visitors, as well as hundreds  
4 of businesses.

5 Currently, 84 percent of all  
6 Port Authority lines converge on Downtown, as we  
7 have one of the highest public transit ridership  
8 remote shares in the country, with over  
9 40 percent daily commuters coming in by public  
10 transit.

11 The Port Authority provides a  
12 congestion-reducing, high-capacity travel option  
13 as well as critical access to essential jobs and  
14 services for over 34 million transit annual trips  
15 Downtown. And basically, Downtown thrives  
16 because of its ability to bring people together,  
17 and that is directly linked to the availability  
18 of accessible, frequent and reliable public  
19 transit.

20 As we look towards the future, the  
21 soon-to-be-released Downtown Mobility Plan wants  
22 informed decisions to the Golden Triangle Rules  
23 Transportation Network for the next decade and  
24 beyond. The plan was developed by the PDP in  
25 partnership with the City of Pittsburgh's

1 Department of Ability and Infrastructure and City  
2 Planning. The Port Authority of Allegheny County  
3 and the Southwestern Pennsylvania Commission with  
4 significant contributions from over 90 state  
5 board organizations and 1,400 people from around  
6 the region.

7 As it relates to the fare policy, I  
8 stated in the plan as a goal for identifying free  
9 transfers on public transit for both light rail  
10 and bus riders when entering or exiting Downtown  
11 regardless of the riders' payment method.  
12 Additionally, the plan calls for an equitable  
13 fare policy with a lower-income fare program to  
14 help provide access for more folks coming into  
15 Downtown regardless of means.

16 In summary, the PDP support free  
17 transfers and a lower-income fare program for the  
18 Port Authority.

19 Thank you for the opportunity to  
20 speak today and share our perspective. And we  
21 appreciate our continued partnership with the  
22 Port Authority and look forward to working with  
23 you on these important initiatives.

24 That's what I got.

25 MS. KASTELIC: Thank you, Chris.

1 MR. WATT: I appreciate it.

2 MS. KASTELIC: Our next scheduled  
3 speaker is Bob Lauver. Bob are you on the call?

4 (No response.)

5 MS. KASTELIC: Bob is actually  
6 scheduled to speak at 4:25 p.m., so we will give  
7 Bob a few more minutes here until 4:25, and we  
8 will be back.

9 (Off the record.)

10 MS. RUBIN: Just as a reminder for  
11 the participants, first, thank you again for  
12 participating in today's public hearing regarding  
13 the proposed fare changes to Port Authority's  
14 Fare Policy. As a reminder, we ask that  
15 participants keep their devices muted throughout  
16 the hearing. Registered speakers will be asked  
17 to unmute their device, and begin speaking at  
18 their scheduled time. And callers can unmute  
19 their devices by pressing Star 6 on your keypad.  
20 We appreciate your patience as we await the next  
21 scheduled speaker.

22 (Off the record.)

23 MS. KASTELIC: Our next speaker is  
24 Bob Lauver. Bob, if you're on the call, you can  
25 go ahead and unmute.

1                   Okay. So our next speaker after  
2 Bob would be Denyne Pollard at 4:30. Denyne, are  
3 you on the call?

4                   (No response.)

5                   MS. KASTELIC: I'll do one more  
6 check for Bob Lauver. Bob, if you're on the  
7 call, you can unmute.

8                   (No response.)

9                   MS. KASTELIC: Okay. We'll give  
10 Denyne a few more minutes here as she is  
11 scheduled to speak at 4:30.

12                   (Off the record.)

13                   MS. KASTELIC: Okay. Our next  
14 speaker is Denyne Pollard. Denyne, if you are on  
15 the call, you can go ahead and unmute.

16                   MS. POLLARD: Okay, thank you.

17                   Hi. I'm here. Thank you. My name  
18 is Denyne Pollard. I'm from the Mon Valley. I  
19 speak for Pittsburghers for Public Transit and  
20 the Community of Mon Valley, and Put People  
21 First. I believe that this is an urgent matter  
22 to talk about the changes in the fares. It is  
23 important in terms of service.

24                   Again, I'm located in the  
25 Mon Valley where we're already transferring to up

1 to three and four buses to get to Downtown, and  
2 to the vaccine locations, for job interviews.  
3 And at the very beginning of the pandemic, we had  
4 an opportunity to ride fare -- for free. So it's  
5 the worst service to have to try to pay and then  
6 pay for each transfer of the bus.

7           So this is an emergency pandemic.  
8 I mean, it's an emergency conversation. It makes  
9 a difference in our living today if we have to  
10 try to find monies to pay for our fare.

11           I'm really putting the spotlight on  
12 the fact that it's just not fare we're paying --  
13 paying during this -- paying for a fare during  
14 that emergency -- a national emergency and during  
15 a global pandemic.

16           We can hardly afford to pay any  
17 additional expenses as it is. Right now, if we  
18 were able to ride free fare, we could afford to  
19 get to those vaccines. We could afford the take  
20 care of our medications and, you know, anything  
21 additional because a few of us have, you know,  
22 four to six children at home. So there's always  
23 more PPE, more safety precautionaries, more  
24 medications, more -- you know, there's other  
25 things to be concerned with. And the travel,

1 it's time to get back to school. There's no  
2 school bus, so we need this transportation.

3 So thank you for my time.

4 MS. KASTELIC: Thank you, Denyne.

5 Our next speaker is scheduled at  
6 4:40, but Mim Seidel, if you are on the call, if  
7 you'd like to unmute and speak, you are welcome  
8 to.

9 MS. SEIDEL: Hi. Yes. Thank you.

10 So good afternoon. My name is  
11 Mim Seidel, and I serve as Steering Community  
12 Co-Chair of the Pittsburgh Food Policy Council.  
13 I'm a registered dietician with many years of  
14 experience in public health.

15 It is my interest in and expertise  
16 in nutrition and chronic disease that brings me  
17 here to address the opportunity that  
18 Port Authority has to pilot a program to provide  
19 needed fare relief to its most vulnerable riders.

20 Let's talk about chronic disease  
21 for a moment. These are diseases like heart  
22 disease, high blood pressure, diabetes, cancer,  
23 asthma and more. One in two US adults has a  
24 chronic disease. Using pre-COVID statistics in  
25 Allegheny County, heart disease is the number one

1 cause of death, cancer is second, stroke is  
2 third, and diabetes is the sixth. Adults living  
3 in poverty are more than four times as likely to  
4 report fair or poor health than higher income  
5 adults. And there are racial disparities in  
6 health. Compared with whites, minorities  
7 experience earlier onset of chronic diseases,  
8 greater severity of disease and poorer survival.

9           So what does all this have to do  
10 with transportation? A lot. We know that  
11 65 percent of Port Authority riders earn less  
12 than \$35,000 per year. Many riders are people of  
13 color, so those same people most at risk for and  
14 dealing with chronic diseases depend on public  
15 transportation.

16           Chronic diseases are not new, but  
17 we have a new opportunity to give free rides to  
18 lower-income people so they can deal with their  
19 medical issue. One way to treat and even to  
20 prevent chronic diseases is to eat healthfully,  
21 which for the most part, requires getting to a  
22 supermarket. According to a study by  
23 Pittsburgh's own Rand Corporation, 26 percent of  
24 residents in the city neighborhoods they studied  
25 relied on public transportation for grocery

1 shopping. We don't want to cost of a trip to the  
2 supermarket to be a barrier to fresh food access.

3           Once a person has developed a  
4 chronic disease, ongoing medical management is  
5 key to preventing costly complications. This may  
6 mean medical visits every three months and extra  
7 trips to the pharmacy. The Post-Gazette recently  
8 reported on testimony from Dr. Miriam Weiss, an  
9 Oakland pediatrician, who said that almost daily,  
10 her patients cite transportation costs as a  
11 significant barrier to attending medical  
12 appointments, especially during the pandemic.

13           Missed medical appointments, a  
14 delay in picking up medications or supplied,  
15 coupled by healthy foods are all due to lack of  
16 funds for a bus -- all due to lack of funds for a  
17 bus rider is a sad reality for many.

18           We, at the Pittsburgh Food Policy  
19 Council, ask that you pilot urgent relief for  
20 SNAP users, and from there, we can leverage usage  
21 data and increase ridership to continue to work  
22 together towards long-term solutions to  
23 affordable public transportation for lower-income  
24 residents. It's our goal to be partners in  
25 developing these solutions. Thank you.

1 MS. KASTELIC: Thank you, Mim.

2 Okay. Has Bob Lauver joined us?

3 Bob, if you are on the call, just a reminder that  
4 you can press Star 6 to unmute your device.

5 (No response.)

6 MS. KASTELIC: Okay. Our next  
7 speaker is Lorraine Starsky. Lorraine, if you  
8 are on the call, you can unmute.

9 MS. STARSKY: Yes. Hello.

10 MS. KASTELIC: Hi.

11 MS. STARSKY: As a registered nurse  
12 who works for a nonprofit agency that served  
13 vulnerable, marginalized and lower-income  
14 residents, I have seen firsthand how incredibly  
15 difficult it is for these folks, many of whom are  
16 people of color, to juggle with the challenges of  
17 paying rent, utilities, food, medical bills and  
18 transportation costs. It places a  
19 disproportionate burden on people who are making  
20 minimum wage or just above it to pay the same  
21 fare as someone.

22 (Technical interruption.)

23 MS. STARSKY: Hello. What  
24 happened?

25 MS. KASTELIC: Hi, Lorraine. It

1 looks like we may have lost you for a minute, but  
2 please continue with your remarks.

3 MS. STARKY: Oh, I don't know how  
4 that happened. Anyway, I was saying it places a  
5 disproportionate burden on people who are making  
6 minimum wage or close to it to pay the same fare  
7 as someone who makes three, four, or five times  
8 that amount, especially when you consider minimum  
9 wage in Pennsylvania is the same as it was in  
10 2009, while Port Authority was increased its  
11 faired at least twice that I know of.

12 Prior to becoming a community  
13 health nurse, I spent nearly 20 years in public  
14 health. Health is impacted by social  
15 determinates such as education, housing and  
16 transportation. Not only is transportation  
17 itself a critical social determinate of health,  
18 but it impacts almost every other social  
19 determinate by either providing or hindering  
20 access to those services or destination.

21 A 2019 survey by Kaiser Permanente  
22 showed that Americans view social needs such as  
23 housing and transportation as equally important  
24 to their health as medical care. Those  
25 experiencing unmet social needs were twice as

1 likely to rate their health as fair or poor.  
2 Social needs are predictors of physical and  
3 mental health.

4 High public transit fares are an  
5 economic barrier for lower-income people. It  
6 prevents them from buying necessities. It causes  
7 them to forego a trip in the near term that would  
8 make their lives worse off in the long term.  
9 Examples include missing doctors' appointments,  
10 failing to fill prescriptions on time, being  
11 unable to go to job interviews, not being able to  
12 buy fruits and vegetables.

13 I know that the three-hour pass is  
14 a good idea, but a lot of these changes are  
15 linked to having a ConnectCard. There are still  
16 barriers to some people in certain communities to  
17 get ConnectCards. For example, there's no  
18 outlets in Rankin, Braddock, Duquesne, Clairton,  
19 Hazelwood, the Hill District, and no doubt I'm  
20 missing other lower-income communities where  
21 people don't have vehicles. To respond by saying  
22 people can go online to get ConnectCards ignores  
23 the reality that we saw very much so with  
24 COVID-19 vaccines, that many lower-income people  
25 do not have access to computers and the Internet.

1 In addition, a good number remain unbanked.

2 I propose that Port Authority send  
3 mobile units to items into these communities that  
4 don't have Connect outlets on a regular basis so  
5 they can sign people up for the cards.

6 Lastly, Port Authority needed to  
7 institute a program for lower fares for  
8 low-income residents. Seattle, New York City,  
9 Minneapolis, St. Paul, Los Angeles, Ann Arbor,  
10 Tucson, Madison, Richmond, and other cities have  
11 done this. It's time for Allegheny County to  
12 demonstrate a serious commitment to equity by  
13 putting the effort into figuring out how to make  
14 this happen.

15 We don't want the knee-jerk  
16 reaction of saying there isn't money and  
17 continued platitudes about equity. Convene a  
18 community-based committee that includes actual  
19 Port Authority riders and the organizations that  
20 represent these constituents who use public  
21 transportation. Let's dig into the American  
22 Rescue Act and Cares Act funding. Let's look at  
23 the Port Authority budget to see if we can make  
24 low-fare programs possible for low-income  
25 residents. It's needed. It's needed now.

1                   As a young person who made 25 cents  
2 above minimum wage, I was carless. I had to rely  
3 on public transportation to do everything. I  
4 know firsthand what a hassle it is to go grocery  
5 shopping on a bus. I know how unpleasant it is  
6 to drag dirty --

7                   MS. KASTELIC: Thank you, Lorraine.  
8                   Okay. Our next speaker is Dana  
9 Dolney. Dana, if you're on the call, you're  
10 welcome to unmute.

11                   MS. DOLNEY: Can you hear me?

12                   MS. KASTELIC: Yes, we can.

13                   MS. DOLNEY: Okay. Sorry. I'm  
14 trying to use a headset, so I just wanted to make  
15 sure. All right. I will start now. Thank you.

16                   I gave testimony at the last  
17 Port Authority Board Meeting about how the  
18 recommendations failed to help cash payers and  
19 were lacking equity for those communities and  
20 individual with no access to ConnectCards, but  
21 today I want to talk to you about the Fair Fares  
22 for a Full Recovery Pilot that we at Just Harvest  
23 and others have recommended as a way to address  
24 some of these inequities. What many of us are  
25 proposing here today is a pilot. Pilots are

1 carried out before large-scale permanent programs  
2 are put into place. You do not need to have  
3 long-term dedicated funding to launch a pilot.  
4 The money to cover the cost of the pilot could  
5 come from recovery funding at the state or county  
6 level to offset the loss of fares normally  
7 collected during that time. Using recovery money  
8 for a piloted free-fare, lower-income program for  
9 individuals utilizing an EBT card is a simple and  
10 immediate remedy for many in need of assistance  
11 during this pandemic.

12 The pilot can be used to formulate  
13 and shape a long-term lower-income program with  
14 dedicated funding. From the data gleaned and  
15 lessons learned, adjustments and solutions can be  
16 made then by the Port Authority before committing  
17 to an implemented and permanent program,  
18 hopefully with help from the community.

19 Over the last few months, I have  
20 heard the Port Authority at meetings wanting and  
21 needing the insight and experience of cash  
22 riders, so I took part -- is everything okay --  
23 so I took paper surveys around the East End and  
24 talked to riders waiting for buses at community  
25 centers and at food banks masked up and socially

1 distanced. I learned that many cash riders can't  
2 afford the weekly and monthly pass, which is why  
3 they continue to use cash, and that there are few  
4 options to none for some to ConnectCard where  
5 they live, an ongoing issue still.

6 Originally, I was asking about  
7 transportation access to food because of the  
8 growing number of food deserts in and around  
9 Pittsburgh, but doing community work in the  
10 middle of a pandemic, it turned quickly to access  
11 the healthcare, vaccines, food banks and stores,  
12 getting to work that was considered essential or  
13 looking for work because they've lost their jobs.  
14 I know many people that want to ride the bus more  
15 if it were not cost-prohibitive like my friend  
16 Harrison.

17 I'm going to share with you his  
18 words and perspective with his blessing. He's a  
19 50-year-old-plus veteran cash rider who is  
20 currently looking for new housing and a job. He  
21 couldn't be here today because, unfortunately,  
22 his phone was shut off. I asked him what he  
23 thought about the fair fares pilot, and he said  
24 he could use -- if he could use his SNAP card to  
25 ride for free -- and this is what he actually

1       said -- with almost tears in his eyes, "That  
2       would be a prayer come true to ride the bus for  
3       free, to go to doctor's appointments I've had to  
4       put off because if it's two buses there and two  
5       buses back, and it's \$2.75 a pop, that becomes  
6       quite the fare I can't afford." When asked what  
7       he would do, he told me he could actually go job  
8       hunting and explained that he could get a job and  
9       be able to make it back and forth, even with  
10      transfers to Downtown.

11                    It's a major issue. People who are  
12      out of work and on SNAP benefits would like to  
13      work, but they don't have the ability to get back  
14      and forth to work between the first pay and the  
15      first day, he explained. He then explained  
16      having to get loans from people just to get  
17      through those first few weeks and said it would  
18      be a great program and a great opportunity for  
19      the Port Authority to help SNAP benefits people  
20      advance their own lives and give them an  
21      opportunity. He also said he would spend the  
22      extra money on food and clothes and hygiene  
23      stuff, and the best would be that he could  
24      actually go see his grandkids.

25                    Many others share Harrison's

1 experience. With the public health and greater  
2 good, this would be a massive victory for all  
3 parties involved, including the Port Authority,  
4 in creating greater access to healthcare, work  
5 and food. It's the kind of solution on which  
6 recovery money should be spent. Port Authority  
7 and Allegheny County could provide relief and aid  
8 for thousands and thousands of lower-income  
9 people.

10 MS. KASTELIC: Thank you, Dana.

11 Our next speaker is scheduled to  
12 speak at 4:55 p.m. It's for -- we're running a  
13 little ahead of schedule. The next speaker is  
14 Andrew Hussein. So Andrew, if you're on the  
15 call, you're welcome to unmute.

16 (No response.)

17 MS. KASTELIC: Because we're  
18 running a little bit ahead of schedule and the  
19 next scheduled time is 4:55 p.m., we are going to  
20 wait for the next speaker to join us. You're  
21 welcome to remain on the line. Thank you.

22 (Off the record.)

23 MS. RUBIN: Lorraine, if you'd like  
24 to submit the rest of your testimony to us in  
25 written form, you can do so. I know you were cut

1 off because you met your three-minute time limit.

2 Thank you.

3 MS. KASTELIC: We will give Andrew  
4 another minute or so.

5 Andrew Hussein, if you joined the  
6 call, you can unmute.

7 (No response.)

8 MS. KASTELIC: Our next speaker  
9 after Andrew is Aim Comperatore. Aim, if you're  
10 on the call, you're welcome to unmute.

11 MS. COMPERATORE: Hello. My name  
12 is Aim, and I'd like to speak to you today in  
13 regards to the Port Authority. I think first of  
14 all -- first, I'd like to say I have a few  
15 chronic illnesses, lupus SLE, Sjogren's Syndrome,  
16 epilepsy and chronic kidney disease CH3B.

17 I live in lower-income housing,  
18 Presley Street High Rise to be exact. So I live  
19 in a very low-income neighborhood, and I have  
20 seen what happens to the good and bad of a lot of  
21 things. I've been on services. I used to be on  
22 EBT before my mother passed, and then got thrown  
23 into another income bracket, and wasn't available  
24 to have my EBT anymore.

25 In regards to the comments with the

1 EBT card, I have seen them sold on the streets to  
2 other people for their values, okay, and traded  
3 as well. And those things are illegal to do,  
4 okay? But it happens. I don't think EBT, even  
5 though it's a wonderful usage, and I have been on  
6 the program in the past, I'm no longer on that  
7 program. I don't think that's the ultimate way  
8 to go through this.

9 What Port Authority, in my  
10 estimation, needed to do is to take a bus, have a  
11 community day, go out into the communities that  
12 are three, four transfers out, and take the  
13 ConnectCard applications out to these people,  
14 process ConnectCards over there, and make these  
15 things available. Put new offices in these areas  
16 where these people can get access to these  
17 things. You know, in my community, we have a lot  
18 of people that still use the ConnectCard. I use  
19 the ConnectCard. I do -- I am a half-fare  
20 person, and I do the monthly -- I probably could  
21 do \$20 or less at this given time, but I'm  
22 choosing to do the \$47.98 because I know that the  
23 Authority needs fares, fare money.

24 As far as people doing cash, it  
25 holds up people on the bus longer. Cash has

1       become a -- it's almost become not a necessity  
2       anymore. It's actually an inconvenience while on  
3       the bus.

4                        So I could share with you more  
5       experience, but I'm going to wrap it up on this.  
6       I think you need to increase it on the people  
7       that absolutely need increasing on, those people  
8       that are able to afford that yearly, that should  
9       go up, not the people that are going to do the  
10      day-by-day and then have to --

11                      And also before I forget, one last  
12      thing, have the passes, have them on the bus.  
13      Have them be able to pick up a transfer and, you  
14      know, for \$5, you can go all days, pops it right  
15      up at that point on the bus, and then people can  
16      go around.

17                      MS. KASTELIC: Thank you, Aim.

18                      I'd like to see if Andrew Hussein  
19      is on the line. Andrew, have you joined us? You  
20      can press Star 6 to unmute.

21                      (No response.)

22                      MS. KASTELIC: Our next speaker is  
23      Mel Packer at 5:05, but Mel, if you are on the  
24      line, you are welcome to unmute.

25                      MR. PACKER: Okay. Hi, I'm Mel

1 Packer, 623 Kirtland Street, Pittsburgh, 15208.  
2 For the record, I'm a longtime supporter and  
3 member of Pittsburghers for Public Transit. I  
4 stand in support of the suggestions and requests  
5 to Port Authority regarding transit fares made by  
6 others in the previous sessions and in PPT's  
7 public statements.

8           Having said that, I don't think  
9 it's necessary for me to once again go over the  
10 clearly unfair proposals that the agency is  
11 proposed, nor the alternative suggested by PPT.  
12 Rather I'm asking Port Authority to consider the  
13 moral imperatives, the ethical responsibility  
14 that Port Authority has to the community, and in  
15 particular, for those who have most suffered from  
16 the pandemic and who make up the bulk of your  
17 ridership, not only pre, during, and likely  
18 post-pandemic as well.

19           Lower-income riders are by any  
20 stretch of the imagination, by all scientific  
21 studies, the most abused, the most exploited, the  
22 most ravaged by not only COVID, but the  
23 continuing effects and detriments of poverty.

24           Lower-income riders in general  
25 often go home to inferior housing, crowded living

1 conditions, food deserts, inferior and racialized  
2 medical care, and the constant battle to not only  
3 make ends meet, but just to try and pulls the end  
4 closer together so they can make it meet.

5 We, all of us, our corporations,  
6 institutions, everyone you can think of calls  
7 lower-income workers heroes, loves to put up  
8 banners proclaiming as such. But heroism is not  
9 usually the mundane task of going to work, but a  
10 conscious choice to risk one's life to save  
11 another. Lower-wage workers labeled as heroes  
12 never got to make that decision. They came to  
13 work and continued to come to work, usually on  
14 public transit, because they didn't have the  
15 privilege of working remotely, nor the privilege  
16 to say home without losing the poverty-level  
17 wages that keep their families together.

18 So what as a nonprofit public  
19 authority does Port Authority owe to those loyal  
20 rights? You're not owned by shareholders. You  
21 have no CEO who expects a massive golden  
22 parachute nor a yearly bonus of multimillions --  
23 sorry Katharine -- that's out. Port Authority  
24 belongs to the people, to the riders, to the  
25 taxpayers. And if that's so, does not

1 Port Authority have some duty to consider its  
2 moral obligation and ethical responsibility to  
3 the public and most to its riders? Where is the  
4 morality of raising fares? Where is the sense of  
5 ethical responsibility? It might be fair for you  
6 to lower fares to reward those heroes with a less  
7 burdensome cost of transportation.

8 What does a public 40-year-old  
9 agency owe to the public and to its supporters?  
10 I believe it owes a lot, but at the very least,  
11 it should prompt Port Authority to use the  
12 federal stimulus money to promote ridership and  
13 even help alleviate poverty by lowering fares,  
14 not raising them.

15 While a few dollars saved every  
16 week may not mean much to many of us, the  
17 lowering of fares can mean a great deal, and  
18 Port Authority has the means to make that happen.

19 Finally, as I have often said about  
20 how to live ethically, just get up every morning  
21 and do the right thing. So I'm asking  
22 Port Authority to do exactly that, do the right  
23 thing and do it now. Thank you.

24 MS. KASTELIC: Thank you, Mel.

25 Our next speaker is not until 5:15,

1 so I would just like to see if Bob Lauver has  
2 joined us. Bob, if you've joined us, you can  
3 press Star 6 to unmute if you joined by phone.

4 (No response.)

5 MS. KASTELIC: And our next  
6 scheduled speaker at 5:15 is Soumyajit Paul.  
7 Soumyajit, if you're on the phone, you're welcome  
8 to unmute.

9 (No response.)

10 MS. KASTELIC: We will give him a  
11 few minutes. He is scheduled at 5:15, so we will  
12 check back in at that time, and you're welcome to  
13 remain on the line. Thank you.

14 (Off the record.)

15 MS. KASTELIC: Hi, everyone. Our  
16 next speaker, Soumyajit Paul, is scheduled for  
17 5:15. Soumyajit have you joined us?

18 (No response.)

19 MS. KASTELIC: We will give him a  
20 few more minutes.

21 (Off the record.)

22 MS. KASTELIC: Our next speaker is  
23 Soumyajit Paul. Soumyajit if you've joined us,  
24 you can unmute.

25 (No response.)

1 MS. KASTELIC: And I'll also check  
2 if Bob Lauver or Andrew Hussein?

3 (No response.)

4 MS. KASTELIC: Okay. So at this  
5 time, we have no additional speakers registered.  
6 We will continue to leave the line open for the  
7 remainder of the scheduled meeting time for any  
8 additional speakers who may register. So you're  
9 welcome to remain on the line. Thank you.

10 (Off the record.)

11 MS. RUBIN: For those of you still  
12 on the line, I just wanted to announce that there  
13 are no additional registered speakers at this  
14 time if you're waiting to hear other testimony  
15 being given. The line will remain open, so as  
16 people register, they certainly will be able to  
17 hop on the line to call in or join through Teams,  
18 but I wanted you to be aware that there are no  
19 additional scheduled speakers right now. Thank  
20 you.

21 (Off the record.)

22 MS. KASTELIC: It looks like Andrew  
23 has joined the call. If you would like to unmute  
24 and give your testimony. Andrew, if you dialed  
25 in on the phone, it's Star 6 to you unmute.

1 (Off the record.)

2 MS. KASTELIC: Andrew Hussein, it  
3 looks like you joined the call, so I just wanted  
4 to see if you'd like to unmute and give your  
5 testimony.

6 MR. HUSSEIN: Sorry about that. I  
7 stepped away. Can you hear me?

8 MS. KASTELIC: Yes, we can. Thank  
9 you.

10 MR. HUSSEIN: All righty then.  
11 Good evening. I'd just like to say that while I  
12 agree with most of the proposal, I still think  
13 that we should not be looking at raising any  
14 portions of the fare, whether that be  
15 specifically to ConnectCard users or not. If  
16 we're concerned about disparity in cost between  
17 ConnectCard users and cash users, we should  
18 simply rather just be lowering the fare down to  
19 \$2.50 because \$2.75 is an awkward amount anyway.

20 And also, we need to be looking at  
21 options to address the cash fare riders not  
22 being -- have access to transfers anyway, such as  
23 going back to the paper transfers that we used to  
24 have, and plenty of systems still have some form  
25 of paper transfers for people who can't utilize

1 electronic or prepaid options. And that's about  
2 all I have to say at this point.

3 MS. KASTELIC: Thank you, Andrew.

4 I'll just do another check for  
5 Soumyajit Paul, who had registered to speak at  
6 5:15. Soumyajit, are you on the call? If you've  
7 called in, it would be Star 6 to unmute.

8 (No response.)

9 MS. KASTELIC: And we have no  
10 additional speakers registered at this time, but  
11 we are keeping the line open and are monitoring  
12 for any additional registrations. And we will  
13 keep the line open, look out for those, and you  
14 are welcome to remain on the line, but we do want  
15 to make sure you are aware that there are no  
16 additional registrations at this time. Thank  
17 you.

18 (Off the record.)

19 MS. KASTELIC: Hi everyone. We  
20 just wanted to make sure that you know that your  
21 comments on the proposed fare changes can also be  
22 submitted for the official public record on our  
23 website at [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021), on a  
24 recorded line at (412) 566-5525, or by mail to  
25 Port Authority, attention 2021 Fare Proposal,

1 345 6th Avenue, 3rd Floor, Pittsburgh, PA 15222.

2 All comments must be received by  
3 4 p.m. on Wednesday, May 5th.

4 We've had no additional speakers  
5 registered at this time, but we will continue to  
6 monitor registration, and leave the line open  
7 until 7 p.m. Thank you.

8 (Off the record.)

9 MS. KASTELIC: Hi, everyone. Just  
10 as an additional reminder, to any participants  
11 who may have called in today just to listen in,  
12 there is still time to register, to provide  
13 testimony at today's public hearing. So if you  
14 wish to provide comments today, please visit  
15 [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021) to register.  
16 Registration will remain open for the duration of  
17 today's hearing. Thank you.

18 (Off the record.)

19 MS. KASTELIC: Hi everyone. We  
20 just wanted to provide a quick update that no  
21 additional speakers have registered at this time,  
22 but we are continuing to monitor the registration  
23 and we will leave the line open until 7 p.m.  
24 Thank you.

25 (Off the record.)

1 MS. KASTELIC: Hi, everyone. Just  
2 another reminder that your comments on the  
3 proposed fare changes can be submitted for the  
4 official public record on our website at  
5 [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021), on a recorded  
6 line at (412) 566-5525, or by mail to  
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8 245 6th Avenue, 3rd Floor, Pittsburgh, PA 15222.  
9 All comments must be received by 4 p.m. on  
10 Wednesday, May 5th.

11 And as a reminder to any  
12 participants who have joined us today to listen  
13 in, there's still time to register for today's  
14 public hearing to provide testimony. And if you  
15 wish to provide comments, you can visit  
16 [portauthority.org/fares2021](http://portauthority.org/fares2021) to register. The  
17 line will remain open for the duration of today's  
18 hearing until 7 p.m. Thank you.

19 (Off the record.)

20 MS. KASTELIC: Hi everyone. No  
21 additional speakers have registered at this time,  
22 but we will continue to monitor registration and  
23 leave the line open until 7 p.m. Thank you.

24 (Off the record.)

25 MS. KASTELIC: Hi, everyone. No

1 additional speakers have registered at this time,  
2 but we will continue to monitor and leave the  
3 line open for the remaining 15 minutes of the  
4 scheduled hearing time. You are welcome to  
5 remain on the line, but we just wanted to let you  
6 know. Thank you.

7 (Off the record.)

8 MS. KASTELIC: Hello, everyone. As  
9 there have been no additional registrations, I  
10 will turn it over to Melissa Rubin for closing  
11 remarks.

12 MS. RUBIN: Thank you, Sarah.  
13 Thank you for participating in today's public  
14 hearing. Information regarding registering for  
15 additional public hearing opportunities can be  
16 found by visiting  
17 [www.portauthority.org/fares2021](http://www.portauthority.org/fares2021). And this  
18 concludes today's public hearing.

19 Thank you.

20 (Whereupon, the hearing was  
21 concluded at 7:00 p.m.)  
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COMMONWEALTH OF PENNSYLVANIA ) ss  
COUNTY OF ALLEGHENY )

I, Diane G. Galvin, a court reporter and a notary public in and for the Commonwealth of Pennsylvania, do hereby certify that the witness was by me first duly sworn to testify the truth, the whole truth, and nothing but the truth; that the foregoing deposition was taken at the time and place stated herein; and that the said deposition was recorded stenographically by me and then reduced to typewriting under my direction, and constitutes a true record of the testimony given by said witness, all to the best of my skill and ability.

I further certify that I am not a relative, or employee of either counsel, and that I am in no way interested, directly or indirectly, in this action.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my seal of office.

  
Diane G. Galvin

Commonwealth of Pennsylvania - Notary Seal  
Diane G. Galvin, Notary Public  
Allegheny County  
My commission expires July 22, 2022  
Commission number 1055705  
Member, Pennsylvania Association of Notaries

# Public Hearing 3 Transcript

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1 PORT AUTHORITY PUBLIC HEARING ON  
2 FAIR FARES PROPOSED POLICY CHANGES 2021  
3 FRIDAY, APRIL 30, 2021  
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8  
9 TRANSCRIPT OF PROCEEDINGS  
10 of a public meeting regarding the Fair Fare  
11 Proposed Policy Changes 2021, held via Teams  
12 Videoconferencing, commencing at 9:00 a.m., on  
13 the Friday, April 30, 2021, at the time and date  
14 above set forth.  
15

16 \* \* \* \* \*

17  
18 **Board Members:**

19 Jeffrey Letwin, Chairman  
20 Jennifer Liptak, Vice Chair  
21 Michelle Zmijanac  
22 John Tague  
23 Stephanie Turman  
24 Ann Ogoreuc  
25 Senator Jim Brewster  
Jessica Walls-Lavalle

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**Port Authority Staff:**

- Katharine Kelleman, Chief Executive Officer
- Michael Cetra, Chief Legal Officer
- James Ritchie, Chief Communications Officer
- Donald Rivetti, Chief Operating Officer of Maintenance
- Peter Schenk, Chief Financial Officer
- David Huffaker, Chief Development Officer
- Sarah Kastelic, Digital Communications Specialist
- Kelsey Shannon, Director of Business & Corporate Relations

**Speakers**

- Ken Regal
- Naijour Hudson
- Jay Ting Walker
- Laura Chu Wiens
- David Coplan
- Rahul Amruthapuri

\* \* \* \* \*

P R O C E E D I N G S

(9:00 o'clock a.m.)

1  
2  
3 MS. SHANNON: Good morning  
4 everyone. It is 9:00, and so we are going to get  
5 started here. Welcome and thank you for  
6 participating in today's public hearing regarding  
7 the proposed changes to the Port Authority's fare  
8 policy.

9 Can everyone hear me okay?

10 SPEAKER: Yes.

11 MS. SHANNON: We'd like to provide  
12 you with some general housekeeping information.  
13 The live captions or the closed caption feature,  
14 is enabled for this meeting. To use this feature  
15 go to your meeting controls and select Options  
16 and turn on Live Captions. The location of the  
17 meeting controls may vary by device that's being  
18 used.

19 Today interpreter services are  
20 being provided by Caleb, Alex and Jim. If you  
21 wish to use the interpreter services, choose  
22 Caleb ASL Interpreter, Alex ASL Intern, or the  
23 ASL Interpreter name in the list of meeting  
24 participants. Then you click on the "Pin" under  
25 the list of available options, and this will pin

1 the interpreter conversation block to your screen  
2 along with any presentations that are being  
3 shared.

4 Today's interpreters will alternate  
5 service times approximately every 15 minutes.  
6 Alex will begin today, so in your list, if you  
7 want to start with Alex ASL Intern by pinning  
8 that, you will see the interpretations.

9 Participants are required to remain  
10 muted on their devices throughout the hearing.  
11 The meeting moderator will mute participants  
12 throughout the hearing as needed. Speakers will  
13 be able to unmute their device when their name is  
14 called to provide testimony. Speakers who may be  
15 calling in by phone are asked to press Star 6 to  
16 mute their connection. Participants who phone in  
17 will be able to unmute their phone to provide  
18 testimony by also pressing Star 6 on their  
19 keypad.

20 The chat bar feature will be  
21 disabled for the course of this hearing. No  
22 comments will be taken through the chat bar  
23 feature.

24 If you turn your camera on, please  
25 be aware of your own movements and background

1 images or other activity that could cause  
2 distraction to the proceedings of the hearing.

3 Today's meeting is a public  
4 hearing. Testimony will be taken during this  
5 hearing. Speakers will be called to provide  
6 testimony at their registered time. Participants  
7 who wish to speak are asked to clearly state  
8 their name prior to providing their testimony.  
9 Testimony is limited to three minutes per  
10 speaker. The time begins once you begin  
11 speaking. You will be notified when 30 seconds  
12 remain. You will be muted at the three-minute  
13 mark.

14 As you provide your remarks, please  
15 be specific as to your support or opposition to  
16 any or all aspects of the proposal. No  
17 commentary will be provided by the Port Authority  
18 Board Members or representatives of the  
19 Port Authority who are participating in today's  
20 hearing.

21 The Port Authority Board Members  
22 who will be participating throughout today's  
23 hearing are Jeffrey Letwin, Jennifer Liptak,  
24 Jessica Walls-Lavalle, Senator Jim Brewster,  
25 Stephanie Turman, Ann Ogoreuc, John Tague,

1 Michelle Zmijanac.

2 Members of Port Authority staff who  
3 will be participating throughout the course of  
4 the hearing are Michael Cetra, Chief Legal  
5 Officer; David Huffaker, Chief Development  
6 Officer; James Richie, Chief Communications  
7 Officer; Don Rivetti, Chief Operating Officer for  
8 Maintenance; Peter Schenk, Chief Financial  
9 Officer.

10 As a reminder, this meeting is  
11 being recorded. Thank you again for your  
12 participation in today's public hearing. I will  
13 now turn the meeting over to your Chief Executive  
14 Officer, Katherine Kelleman, to provide  
15 additional comments and begin today's hearing.

16 MS. KELLEMAN: All right, thank you  
17 Kelsey. Good morning and welcome, everyone.

18 We value input. We really want to  
19 hear what you have to say about this proposal. I  
20 said it before, but it does bear repeating. I  
21 really believe that a three-hour pass with a  
22 marginal fair increase of 25 cents, discontinuing  
23 the discount, and a 7-day and 31-day passes at  
24 the same cost as weekly and monthly  
25 calendar-based passes provide greater value for

1 the money and more flexibility definitely for the  
2 vast majority of our patrons.

3 We're still working on solutions  
4 for our lower-income and unbanked riders, and  
5 we've asked for more information from our fare  
6 consultant to see where that leads.

7 If you are a cash-paying customer,  
8 we would really love to get some information on  
9 your experience, and how we can make it easier  
10 for you to get to your fare media. Please let us  
11 know.

12 However, I know you're eager to  
13 provide your comments, so I will stop talking  
14 now, and we will listen. Again, thank you for  
15 your participation. And Kelsey, please call our  
16 first speaker.

17 MS. SHANNON: We actually have  
18 Kathy who will be calling the speakers, so Kathy  
19 is on.

20 MS. KELLEMAN: All right, then.  
21 All right, Kathy, let's go.

22 MS. LUCAS: Our first speaker is  
23 going to be Ken Regal. Go ahead and unmute Ken.

24 MR. REGAL: Thank you. Good  
25 morning.

1 I am Ken Regal, Executive Director  
2 of the anti-hunger and anti-poverty organization  
3 Just Harvest. I'm here to express our concern  
4 and dismay that the current fare proposal fails  
5 to address our transit system's fundamental lack  
6 of equity. There was considerable public comment  
7 two years ago in support of several measures to  
8 strengthen transit affordability for low-income  
9 people. As Four Nines noted in their consulting  
10 report, low-income riders and people of color are  
11 more likely to rely on cash fares. This plan  
12 simply does not benefit them.

13 Improvements to transfers are  
14 reserved for those using ConnectCards. Cash fare  
15 riders are left to pay a full fare. Similarly,  
16 while the switch from calendar-based fares to 7-  
17 and 31-day passes might give a bit of relief to  
18 people who can only buy their pass on payday, it  
19 does nothing for those who can't scrape together  
20 a week's bus fare in advance, and it does nothing  
21 at all for those who can't get ConnectCards,  
22 people without a Smartphone, no bank account, no  
23 credit card, and no convenient location to buy a  
24 card with cash.

25 We're glad that you've made some

1 recent progress in ConnectCard availability, but  
2 I looked through the online ConnectCard locations  
3 map just the other day, and no locations in the  
4 Hill District; Braddock, nope; McKees Rocks;  
5 nope, Rankin, nope; Tarentum, nope; Duquesne,  
6 Horay. According to your website, you can buy  
7 one at the Save A Lot on Duquesne Boulevard. Too  
8 bad that grocery store closed six months ago.

9                   These issues are important, and we  
10 urgently need you to fix them. In the meantime,  
11 though, there is a simple and great idea right in  
12 front of us. Waive fares for low-income people.  
13 Your consultant considered a low-income fare  
14 program and concluded that it should be explored  
15 further if ongoing dedicated funding is  
16 available, but it also points out a pilot program  
17 in Seattle that has no long-term funding. The  
18 Port Authority has asserted publically that it  
19 can't use CARES Act funding for this, even  
20 though, as the consultant notes, a similar  
21 program in San Francisco does. The Federal  
22 Transit Administration's coronavirus relief FAQ  
23 explicitly states funding under the CARES Act or  
24 CRRSAA can be used to reimburse operating costs  
25 associated with providing fare-free service.

1                   Moreover, using federal recovery  
2 funding to provide lower-income fare relief can  
3 expand ridership, thereby increasing  
4 ridership-based state and federal subsidies and  
5 improving your financial stability in the longer  
6 run.

7                   We and others calling for fare  
8 relief are explicitly calling for a pilot program  
9 so that you can measure its practicality, its  
10 costs and benefits, and how it might work most  
11 efficiently. Pilot programs, by definition, test  
12 ideas in the real world before permanent support  
13 can be secured. There is no better moment than  
14 now for such an experiment. So say that we -- if  
15 we can't commit to something forever that it  
16 can't be done is never how progress is made.

17                   Thank you.

18                   MS. LUCAS: Thank you, Ken.

19                   Our next speaker is at 9:10.

20 Forgive me if I say your name wrong, Naijour  
21 Hudson. Please unmute if you are here.

22                   I'm going to call on Naijour Hudson  
23 to speak again. If you are here, go ahead and  
24 unmute.

25                   Our next speaker is scheduled for

1 9:15, but Jay Walker, if you are here, go ahead  
2 and unmute, and you can begin now.

3 MR. WALKER: Hello.

4 MS. LUCAS: Our next speaker is at  
5 9:15. Jay Walker, if you are available, go ahead  
6 and unmute and you can begin.

7 MR. WALKER: Hello, can you hear  
8 me?

9 MS. LUCAS: Yes, we can hear you.

10 MR. WALKER: Hi, this is Jay  
11 Walker. Okay. I guess I'll just get started.

12 My name is Jay Ting Walker. I use  
13 the male pronouns. I'm the President of the  
14 Allegheny County Transit Council and the Vice  
15 Chair of the Green Party of Allegheny County.  
16 I'm only speaking on my own behalf though, today.  
17 I'm also a Shadyside resident who travels  
18 throughout the county using Port Authority.

19 So first, I wanted to talk about  
20 some of my experiences with fare costs and  
21 challenges that they've proven to me for riding  
22 transit. So I grew up in New York City, and I  
23 had to travel on transit to attend high school,  
24 middle school and elementary school. And I was  
25 really lucky to be able to do that because of our

1 student metro cards, so I was able to -- it paid  
2 for the fare to travel to school, but they didn't  
3 work after a certain time on weekdays or on  
4 weekends, so that kind of left me in a lurch a  
5 lot of times where I would have a situation where  
6 I couldn't afford a fare. Some I have some  
7 personal experience with that. I did a lot of  
8 walking and running instead of taking transit  
9 because I couldn't -- I needed to save the money.  
10 And sometimes I fare evaded. I jumped  
11 turn-styles because I didn't have enough money on  
12 my card, and I needed to get somewhere, and I  
13 just like had no other options. Some of those  
14 times, I was caught by police officers and had to  
15 get a ticket, a summons, really unpleasant  
16 interactions. And I'm really lucky I passed for  
17 white, or these interactions could have been much  
18 worse.

19 So I say that because I think it's  
20 important that our fare enforcement officers, any  
21 sort of fare enforcement happens without the  
22 transit police.

23 And also, I wanted to express that  
24 I know what it's like to not be able to afford a  
25 fare. Pittsburgh has some of the most expensive

1 fares in the county when it comes to -- when  
2 compared to cost of living, and I experienced  
3 that myself too. When I used to work Downtown,  
4 when I first started working there, I would ride  
5 my bike down so that I didn't have to pay for the  
6 bus and then because I couldn't ride my bike up  
7 the hill, I would pay for the bus back. But I  
8 was constantly thinking about how I could save  
9 money on the bus. And that's actually why I  
10 started riding my bicycle. I can go on people --  
11 connecting to cycling, but the reason I started  
12 riding is because I couldn't afford transit fare.

13 So I know the fare increase, they  
14 may seem kind of like small increases, you know,  
15 just 25 cents more, but those increases can  
16 really -- they can really add up. The cumulative  
17 difference is like the difference between people  
18 riding and not riding. So the impact can be  
19 pretty big.

20 So this is what I'm looking for.  
21 I'm looking to -- I'm looking for Port Authority  
22 to not increase the fare on ConnectCard. I know  
23 that will prevent people from riding. And I know  
24 that Port Authority needs the revenue, you know.  
25 I'm moderately familiar with the budget, and I

1 kind of like engage in these sorts of things  
2 regularly, but I want Port Authority to seek that  
3 revenue from elsewhere. I know that oftentimes  
4 it feels like Port Authority is working with what  
5 it's given, but I also know that Port Authority  
6 does active lobbying. And every time you hear  
7 that 60 percent of the capital budget and  
8 operating budget is coming from the State, I get  
9 scared. I know how dysfunctional this --

10 Was that the three minutes?

11 MS. SHANNON: Yes, sir. Thank you.

12 MS. LUCAS: Okay. Our next speaker  
13 is at 9:20, and it is Frederick Coleman.  
14 Frederick, if you're ready, go ahead and unmute  
15 yourself, and you can speak.

16 MR. COLEMAN: Thank you. I want to  
17 be very brief. First off, I want to say that I  
18 really do appreciate the schedule changes -- or  
19 the fare changes. I think that they are useful.  
20 It matches with a lot of other public  
21 transportations in cities throughout the US and  
22 Europe do with the timing, and it allows for  
23 greater flexibility, and that is something that I  
24 really appreciate. It helps with shorter trips,  
25 needing to get around to a couple different

1 places in a short period of time.

2 I will say also that I do wish  
3 that -- I appreciate now that the monthly passes  
4 will start on a day of -- the day that you  
5 purchased rather than the beginning of the month.  
6 That is another welcome change, but I do wish  
7 that there was some looked on at the prices of  
8 that. I think that it is still -- it certainly  
9 now if the fare increase goes through, it would  
10 now be worth more, but I think that it still  
11 could be slightly lower. As someone who does not  
12 own a car but -- and does not commute -- I work  
13 from home full time, and the monthly pass is  
14 something that I would definitely look into. But  
15 I still feel that it is geared more towards  
16 commuters who are traveling, you know, into and  
17 out of daily, five days a week. And I think that  
18 with things that are changing, looking at  
19 different options to allow people to have a  
20 monthly pass or something similar for a cheaper  
21 price would be useful.

22 And those are my main comments.  
23 Again, just really -- I think that the general,  
24 the \$2.75 for a three-hour ticket is a very good  
25 thing and something that I strongly support.

1 MS. LUCAS: Thank you, Frederick.

2 Our next speaker is scheduled for  
3 9:30, but Laura Wiens, if you're on, you can go  
4 ahead and unmute and start your three minutes.

5 MS. WIENS: Great. Thank you.

6 Thank you for the opportunity to  
7 comment. I'm Laura Chu Wiens, head of PPT. I  
8 wanted to start by urging more members to read  
9 the Fare Report by Four Nines if you haven't  
10 already. In every place where it talks about the  
11 cost of implementing fair equity measures like  
12 fare capping and a lower-income fare program, to  
13 recognize that it is, in fact, referencing the  
14 ongoing cost and harm to those with the least  
15 means to absorb it. Most notably, the projected  
16 4- to 10-million dollars, or 4 to 10 percent of  
17 fare revenue that would be lost because of fare  
18 capping is, in fact, a 4- to 10-million-dollar  
19 annual poor tax on riders who never have \$25 in  
20 hand to pay for a weekly pass or \$97.50 to pay  
21 for a monthly pass. That 4 to 10 million is the  
22 amount in excess of the cost of the weekly or  
23 monthly bus pass that lower-income transit riders  
24 are paying simply because they don't have the  
25 money to pay the full amount of a bus pass

1       upfront.

2                       We know there are larger structural  
3 issues with fares that will take work to remedy.  
4 Using the EBT card for a fare relief now will  
5 address many of the concerns of that same  
6 population while the details around cash and  
7 ConnectCard fares are worked out.

8                       There's no shortage of federal  
9 relief money that could pay for this program. In  
10 addition to the Port Authority's nearly  
11 550 million in total federal relief money, the  
12 county is receiving another 383 million, and the  
13 state over 7 billion dollars in the American  
14 Rescue Plan. Using less than 1 percent of any of  
15 these funding sources in order to ensure that the  
16 lowest income residents can access jobs and food  
17 and healthcare is a great investment towards a  
18 recovery. It's good for our region and for  
19 Port Authority.

20                      Port Authority is not in a great  
21 position to negotiate more state funding for  
22 transit if ridership continues covering at  
23 35 percent of pre-pandemic levels. We should be  
24 getting everyone who needs -- that would ride the  
25 bus to ride, to make a stronger case for funding.

1                   And just to piggyback off of  
2           Jay Ting Walker's testimony, board members need  
3           to recognize that industry standards says that  
4           for every 10 percent fare increase, which  
5           25 cents is, will result in a ridership loss of  
6           3 percent.

7                   You're well aware of how  
8           recommendations fail to address needs of cash  
9           riders, so I won't go into it. I'd just like to  
10          end with a comment about process. Before the  
11          pandemic, Port Authority solicited input on fares  
12          through its Neighborhood Listening Tour. Also  
13          last year PPT, Casa San Jose, Della Martin  
14          Center, Just Harvest and the Alliance for Police  
15          Accountability published our fare platform  
16          encompassing recommendations we had collected  
17          from the community on cost, fare payment  
18          processes, incentives, and fare enforcement which  
19          we shared with you. During the pandemic and  
20          until today, Port Authority has been asking for  
21          feedback on fares through its extensive  
22          NEXTransit public engagement process. How are  
23          you integrating public feedback on fares that  
24          you've been soliciting for years now into this  
25          process? The Four Nines report doesn't include

1 any reference to public comment in its  
2 methodology or findings. It's worse to solicit  
3 public feedback that you have no intention of  
4 heeding than not to have public input at all.  
5 You've asked, and lower-income riders have  
6 answered numerous times. We look forward to some  
7 evidence that you're listening.

8 Thank you.

9 MS. LUCAS: Thank you, Laura.

10 Our next speaker is not until  
11 10:00, so I will call our next speaker when it  
12 gets close to ten.

13 Thank you.

14 (Off the record.)

15 MS. SHANNON: As a reminder for  
16 participants who wish to use the ASL interpreter  
17 service, you can click on the list of meeting  
18 participants and choose an interpreter by their  
19 name or phone number. Today's interpreter  
20 services are provided by Caleb, Alex, and Jim.  
21 If you wish to use the interpreter services,  
22 choose Caleb ASL Interpreter, Alex ASL Intern, or  
23 ASL Interpreter name in the list of meeting  
24 participants and click on "Pin" under the list of  
25 available options. This will pin the interpreter

1 conversation block to your screen along with any  
2 presentation that is being shared.

3 Today's interpreter will alternate  
4 service times approximately every 15 minutes.  
5 Right now, I believe we have the participant name  
6 that just says "ASL Interpreter" if you would  
7 like to pin that.

8 (Off the record.)

9 MS. LUCAS: Our next speaker is at  
10 10:00. Mickie McMillan, if you are on, go ahead  
11 and unmute and begin your three minutes.

12 (No response.)

13 MS. LUCAS: Our next speaker,  
14 Mickie McMillan, if you're on, go ahead and  
15 unmute and begin your three minutes.

16 (No response.)

17 MS. LUCAS: Our next speaker is  
18 scheduled for 10:05, but Dave Coplan, if you are  
19 on, go ahead and unmute yourself.

20 MR. COPLAN: Can you hear me okay?

21 MS. LUCAS: Yes, we can hear you.

22 MR. COPLAN: All right. Hello  
23 everyone. I'm Dave Coplan, the Executive  
24 Director of the Human Services Center in Turtle  
25 Creek, and non-profit social service multipurpose

1 organization serving thousands of low-income  
2 people throughout the Mon Valley every year.

3 I'm joining you this morning to  
4 appeal to the Port Authority to take on a fare  
5 relief program to support the lowest income  
6 people in our community, many of whom cannot  
7 afford a ConnectCard, and pay more money as cash  
8 riders of Port Authority, to support a program  
9 that is emulated in other communities across the  
10 country, and enable people who receive SNAP,  
11 Supplemental Assistance Nutrition Program, to  
12 ride for free by showing their EBT card.

13 You may be familiar with this from  
14 the work of FairFares.org and other organizations  
15 that have signed on and people who are speaking.  
16 I would like to make this important plight for  
17 this program, particularly given the footprint we  
18 serve, which are about 40 communities in  
19 Allegheny County in the economically distressed  
20 Mon Valley where access to public transit is a  
21 challenge in multiple ways. This could be an  
22 effort to eliminate one of those many barriers  
23 facing people who need public transit to get to  
24 jobs, education and training, their doctors  
25 appointments, as well as the grocery store and

1 basic needs.

2 So I hope this is something that  
3 the Port Authority will consider. Modest cost to  
4 this program to pilot it, and with funds coming  
5 through federal relief, it's certainly something  
6 that should be a high priority.

7 I thank you for taking my  
8 testimony. I know I was afforded three minutes,  
9 and I'm generally a pretty long-winded person,  
10 but I think I finished in under my time which is  
11 always my goal. Thanks for making public  
12 testimony available, and I hope everyone has a  
13 great weekend.

14 MS. LUCAS: Thank you, Dave.

15 Our next speaker is not until  
16 11:45, so we will remain on mute until then.

17 (Off the record.)

18 MS. SHANNON: Hello everyone. I  
19 just wanted to give you a quick reminder since we  
20 are in between speakers that if you wish to use  
21 the interpreter services, you may choose the  
22 interpreter from the participant list. There's  
23 Caleb under ASL Interpreter and Alex, our ASL  
24 Intern, and then another participant just labeled  
25 ASL Interpreter. You can pin each interpreter

1 conversation block to your screen along with  
2 any -- and you'll see that, along with any  
3 presentations being shared. Today's interpreters  
4 will alternate services approximately every 15  
5 minutes.

6 And just as another reminder,  
7 participants are required to remain muted on  
8 their devices throughout the hearing. The  
9 meeting moderator will mute participants  
10 throughout the hearing as needed. Speakers will  
11 be able to unmute their device when their name is  
12 called to provide testimony.

13 Speakers who may be calling in by  
14 phone are asked to press Star 6 to mute their  
15 connection. Participants who phone in will be  
16 able to unmute their phone to provide testimony  
17 by also pressing Star 6 on their keypad.

18 Thank you all for your patience as  
19 we keep this open for our next speakers.

20 (Off the record.)

21 MS. SHANNON: Hi, everyone. All  
22 participants are required to remain muted on  
23 their devices throughout the hearing, and the  
24 meeting moderator will mute participants  
25 throughout the hearing as needed. Speakers will

1 be able to unmute their devices when their name  
2 is called to provide their testimony. So please  
3 remain on mute until your name is called. Thank  
4 you.

5 (Off the record.)

6 MS. SHANNON: Thank you for  
7 participating in today's public hearing regarding  
8 the proposed changes to the Port Authority's Fare  
9 Policy. As a reminder, we ask the participants  
10 to keep their devices muted throughout the  
11 hearing. Registered speakers will be asked to  
12 unmute their device and begin speaking at their  
13 scheduled time. We appreciate your patience as  
14 we wait for the next scheduled speaker.

15 As a reminder, you are able to pin  
16 the ASL interpreter by going to the participant's  
17 list. You can find the interpreters there under  
18 Caleb ASL Interpreter, ASL Interpreter, and Alex  
19 ASL Interpreter Intern.

20 So thank you again, and thank you  
21 for your patience as we wait for our next  
22 speaker.

23 (Off the record.)

24 MS. SHANNON: Hi everyone. Thank  
25 you for attending the hearing regarding the

1 proposed changes to the Port Authority's Fare  
2 Policy. As a reminder, we ask the participants  
3 to keep their devices muted throughout the  
4 hearing. Registered speakers will be asked to  
5 unmute their device and begin speaking at their  
6 scheduled time. We appreciate your patience as  
7 we await the next scheduled speaker.

8 As a reminder, ASL interpreters are  
9 available. If you wish to use this service, you  
10 can find the names on the list of meeting  
11 participants. Each one of them says "ASL  
12 Interpreter" next to their name. You can click  
13 "Pin" under the list of available options. This  
14 will pin the interpreter conversation block to  
15 your screen along with any presentation that is  
16 shared. Today's interpreter will alternate  
17 service times approximately every 15 minutes.

18 Thank you again for your patience.  
19 We appreciate it, and we are waiting for the next  
20 speaker. Our next registered speaker is at 11:45  
21 a.m., but you are welcome to register if you have  
22 not already spoken. In the meantime, you can  
23 register to speak, and we will add you to our  
24 list.

25 (Off the record.)

1 MS. SHANNON: Hello everyone.  
2 Thank you for participating in today's public  
3 hearing regarding the proposed changes to  
4 Port Authority's fare policy.

5 If you wish to provide a comment at  
6 today's public hearing, you may register to do so  
7 by visiting [www.PortAuthority.org/fares2021](http://www.PortAuthority.org/fares2021).  
8 Registration will remain open until the  
9 conclusion of today's hearing.

10 (Off the record.)

11 MS. SHANNON: Hello everyone.  
12 Thank you for participating in today's public  
13 hearing regarding the proposed changes to the  
14 Port Authority's fare policy.

15 As a reminder, we ask the  
16 participants to keep their devices muted  
17 throughout the hearing. Registered speakers will  
18 be asked to unmute their device and begin  
19 speaking at their scheduled time.

20 As of right now, you can still --  
21 if you wish to provide comment at today's public  
22 hearing, you may register by doing so -- doing so  
23 by visiting [WWW.PortAuthority.org/fares2021](http://WWW.PortAuthority.org/fares2021).  
24 Registration will remain open until the  
25 conclusion of today's hearing.

1           As a reminder, you may pin the ASL  
2 interpreters that we have participating in the  
3 meeting. If you go to the participants, you can  
4 find them. There are three of them, and they  
5 each have "ASL Interpreter" listed in their  
6 participant name. If you pin the interpreter,  
7 then you will be able to see their block as well  
8 as anything that is being presented.

9           We appreciate your patience as we  
10 wait our next scheduled speaker.

11           (Off the record.)

12           MS. SHANNON: Hello everyone.  
13 Thank you for participating in today's public  
14 hearing regarding the proposed changes to the  
15 Port Authority's fare policy.

16           As a reminder, we have ASL  
17 interpreters in the meeting. If you wish to use  
18 the interpreter services, you may choose their  
19 names from our participant list. They each have  
20 "ASL Interpreter" on their participant name under  
21 the participant list. You can click on "Pin"  
22 under the name of the available options for the  
23 interpreter. This will pin the interpreter  
24 conversation block to your screen along with any  
25 presentation that is being shared.

1 Thank you for your participation  
2 and your patience as we await our next scheduled  
3 speaker.

4 (Off the record.)

5 MS. LUCAS: At 11:45, we have our  
6 last speaker. Please correct me if I say your  
7 name wrong, Rahul Amruthapuri.

8 MR. AMRUTHAPURI: Yeah, that's  
9 right.

10 MS. LUCAS: Go ahead. You can  
11 begin your three minutes.

12 MR. AMRUTHAPURI: All right. Thank  
13 you. I'm here. I'm Rahul Amruthapuri, and I  
14 live in the Morningside neighborhood of  
15 Pittsburgh. I'm here to launch myself forward  
16 for the implementation of the low-income fare  
17 payment program, which the fare structure and  
18 policies generally dismisses due to a lack of a  
19 funding stream.

20 As a public agency, I strongly  
21 believe that the Port Authority needs to identify  
22 the funding sources rather than to use the lack  
23 of funds as an excuse not to launch the  
24 low-income fare payment program.

25 I believe that the fare for

1 lower-income fare payment program will benefit a  
2 large number of Port Authority riders, who at  
3 present use a large portion of their income on  
4 transit. The findings support for such a  
5 program. That should not lie with the transit  
6 drivers and public transit advocates. The  
7 Port Authority Board Members should take an  
8 active role in advocating rather than impeding  
9 the implementation of such a program.

10 And the other part of my comment  
11 relates to the Title 9 Fairly Quick Analysis,  
12 which has not been complicated, but I want to ask  
13 the Port Authority to, in one, public transit to  
14 locate such an analysis and make our ability one  
15 that will be useful for such an analysis so that  
16 they can independently analyze and also  
17 understand what impacts each of these fare  
18 changes will have on our lower-income riders as  
19 well as minority riders.

20 I just want to point out that  
21 within the report on Page Number 18, students ID,  
22 the students who use the ID have been included  
23 within the low-income category, and I think just  
24 because they do not pay a fare at the point of  
25 boarding. I think they should not be included

1 within the analysis. And I think that  
2 immediately they adjust the proportion of those  
3 who use the cash fares from 18 percent to 32.5  
4 percent.

5 So I think these things are  
6 important, and I think that is the reason that  
7 transfer would give us time just how to do more  
8 during this -- the analysis phase and before the  
9 recommendations are activated by the  
10 Port Authority.

11 Thank you.

12 MS. LUCAS: Thank you.

13 (Off the record.)

14 MS. SHANNON: Thank you for  
15 participating in today's public hearing for the  
16 proposed fare changes to the Port Authority Fare  
17 Policy. We appreciate your patience throughout  
18 this. As we have no further speakers registered,  
19 we will continue to stay on until the conclusion  
20 of this public hearing which ends at noon. Thank  
21 you.

22 (Off the record.)

23 MS. SHANNON: Thank you for your  
24 participation in today's public hearing.

25 Information regarding registering for additional

1 public hearing opportunities can be found by  
2 visiting [www.PortAuthority.org/fare2021](http://www.PortAuthority.org/fare2021). This  
3 concludes today's public hearing.

4 (Whereupon, the hearing was  
5 concluded at 12:00 noon.)  
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COMMONWEALTH OF PENNSYLVANIA ) ss  
COUNTY OF ALLEGHENY )

I, Diane G. Galvin, a court reporter and a notary public in and for the Commonwealth of Pennsylvania, do hereby certify that the witness was by me first duly sworn to testify the truth, the whole truth, and nothing but the truth; that the foregoing deposition was taken at the time and place stated herein; and that the said deposition was recorded stenographically by me and then reduced to typewriting under my direction, and constitutes a true record of the testimony given by said witness, all to the best of my skill and ability.

I further certify that I am not a relative, or employee of either counsel, and that I am in no way interested, directly or indirectly, in this action.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my seal of office.

  
Diane G. Galvin

Commonwealth of Pennsylvania - Notary Seal  
Diane G. Galvin, Notary Public  
Allegheny County  
My commission expires July 22, 2022  
Commission number 1055705  
Member, Pennsylvania Association of Notaries

**Appendix P – Board Minutes Approving Title VI Service Equity Analyses for Permanent November 2020 Service Changes, July 2020**

**PORT AUTHORITY OF ALLEGHENY COUNTY  
MINUTES OF THE REGULAR BOARD MEETING  
FRIDAY, JULY 24, 2020**

The Regular Meeting of the Board of Port Authority of Allegheny County was held virtually on Friday, July 24, 2020, at 9:30 a.m., at the Authority’s Administration Offices, 345 Sixth Avenue, Pittsburgh, Pennsylvania, 15222-2527, pursuant to due public notice given as required by law.

**Board Members** (all via WebEx)

Jeff Letwin, Chair  
Jennifer Liptak  
Michelle Zmijanac  
John Tague  
Stephanie Turman  
Ann Ogoreuc  
Senator Jim Brewster  
Representative Lori Mizgorski  
Jessica Walls-Lavelle  
Representative Austin Davis  
Joel Lennen, General Counsel

**Media** (via WebEx)

Ed Blazina, Post-Gazette

**Port Authority Staff:**

Katharine Kelleman, chief executive officer, Mike Cetra, chief legal officer, Jeffrey Devlin, chief technology officer, Jim Ritchie, chief communications officer, Bryan Campbell, director Legal and Consulting Services and Diane Williamson, executive assistant

The Chair called the virtual July 24, 2020 Board of Director’s Regular Meeting to order and reminded everyone that the meeting was being recorded.

In place of the pledge of allegiance, Mr. Letwin asked for a moment of silence for those affected by the pandemic.

A recommendation was made for approval of the minutes of the June 26, 2020 Regular Meeting. A motion was made, seconded and unanimously passed.

The Chair called on Ms. Kelleman for the report of the Chief Executive Officer.

Ms. Kelleman started her report by asking for a moment of silence and reflection for the Port Authority employees who have passed away in June. They are Laurence Sigecan, Douglas Biehl, April Pratt, Edward Salmon, James Jones, Martin Kleebank, George Broderick and Robert Neilson

At this time Ms. Kelleman acknowledged the retirement of Bryan Campbell, Port Authority’s legal director who has been with us for more than a decade. Bryan and his wife, Kela, are moving to Tennessee, where we wish them a long and peaceful retirement.

Bryan has been known throughout Port Authority for his strong work ethic, wise legal counsel and willingness to tackle any project or challenge that came his way – whether it was a tough case, a complex contract, or helping to address findings in a performance audit. If the measure of success of one’s career is leaving a place better than you found it, then Bryan’s career as a lawyer and Port Authority employee was an unequivocal success.

On behalf of Ms. Kelleman, Chief Legal Officer, Mike Cetra, and the entire agency, Ms. Kelleman presented Bryan with a plaque to recognize him for his outstanding service to Port Authority and wish him well in retirement.

Ms. Kelleman announced that on July 26, we will be celebrating the 30-year anniversary of the passage of the Americans with Disabilities Act. Transportation is an integral part of the act. We have made progress over the past 30 years at Port Authority providing accessible and affordable transportation, but we still have a lot to do. As we celebrate, we need to reflect on how far we have come, but we need to remain vigilant on making it possible for individuals with disabilities to live independently in their communities.

Finally, Ms. Kelleman said that she wanted to talk a little this morning about change. We all know change is a constant, and we all know change is coming.

Allegheny County has gone through a lot of change over the years. We’ve even seen quite a bit of change in just the last few months. It’s important for us as a transit agency to think about change so we can be prepared for the future.

What will our region look like next year or years in the future? Where will the jobs be? Where will our riders be going to and coming from? The ongoing pandemic making its second wave across the nation serves to highlight how important it is to prepare. But change was going to happen with or without the coronavirus, and that shouldn’t affect our opportunity now to prepare for the future.

Ms. Kelleman stated that as she has often said, that when she came to Port Authority, it was not to maintain status quo, it was to help build on past successes and to help move Allegheny County forward.

We want to hear from you how we can best fill the gaps in our network. We want to hear your priorities – is it getting to and from Downtown more easily, providing better connections to more suburban destinations or maybe it’s late-night service that’s not currently available. We want to hear about your experiences (good and bad) so we can make the best decisions for our future.

We started this discussion with key stakeholders on June 2nd. Now, we’re asking for your input, and on Monday, we’ll kick off our first phase of engagement sessions at 1 pm and 7 pm for NEXTransit, our long-range plan that will help us prepare for the future through 2045.

There will also be two sessions on Thursday, August 6 and 9 a.m. and 5:30 p.m. and on Tuesday, August 25 at 12:30 p.m. and 4 p.m.

Meetings can be accessed by visiting [nextransit.network/series1](https://nextransit.network/series1), or by calling 855-925-2801 and using meeting code 8676. The sign-in information is the same for all six meetings.

Ms. Kelleman concluded her report by stating that we are looking to have a robust and inclusive discussion that includes all voices from our community.

That concluded the report of the Chief Executive Officer.

The Chair called on Ms. Zmijanac for a report of the Performance Oversight Committee. Ms. Zmijanac reported that the Performance Oversight Committee met last week, via WebEx, and had three resolutions for the Board's consideration.

The Committee first reviewed seven procurement items and determined the bids to be in accordance with the Authority's procurement policies and procedures, the prices fair and reasonable, the bidders to be responsible and the bids responsive.

The Performance Oversight Committee recommended for award the bids listed in the resolution for the total amount of \$9,956,660.47.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded and unanimously agreed the resolution be approved as presented.

Ms. Zmijanac presented the next resolution seeking authorization to extend and amend an agreement for property and casualty risk management services.

In October 2016, the Authority entered into an agreement with Aon Risk Services, Inc. of Washington D.C., to provide these services for an initial term of three years for a total not-to-exceed amount of \$324,000, to be allocated on an as-needed basis through task specific work orders. The agreement also contains two option years to be exercised by the Authority in its sole discretion.

In July 2019, the Board authorized the Authority to exercise the first option year extending the term of the agreement to September 30, 2020, while increasing the total not-to-exceed amount to \$432,000.

The Performance Oversight Committee recommended exercising the second option year and extending the term of the agreement with Aon one additional year to September 30, 2021, and to increase the previously authorized total not-to-exceed amount to \$540,000.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded and unanimously agreed the resolution be approved as presented.

Ms. Zmijanac presented the final resolution seeking authorization to extend and amend a Lease Agreement with New Cingular Wireless PCS, LLC.

It was reported that In July 2000, the Authority entered into a 20-year lease agreement with New Cingular for the maintenance and operation of a cellular communications tower on a designated portion of the roof of the Authority's Wood Street Station.

The Authority staff and its real estate consultant conducted a market assessment and have determined the proposed rental rate is fair, reasonable and consistent with market rates.

Ms. Zmijanac noted that the Federal Transit Administration is also in agreement with the terms of the Lease Amendment.

The Performance Oversight Committee recommended entering into a Lease Amendment with New Cingular Wireless to extend the lease up to an additional 20 years for a base rent in the first extension year of \$31,800 with annual rent adjustments of three percent.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded and unanimously agreed the resolution be approved as presented.

Ms. Zmijanac reported that also at the meeting, Senior Internal Auditor, Glenn Meister, reported on the Audit of Fiscal Year 2020 Annual Physical Inventory. He reported that the audit resulted in no observations.

In general, the FY 2020 inventory was conducted in a manner that provides reasonable assurance that inventory items were accurately counted, adjustments to on-hand quantities were recorded correctly in Peoplesoft, the cut-off process was properly followed for requisitions and receipts issued before and after inventory, and significant variances were resolved and recorded correctly in PeopleSoft.

That concluded the reported of the Performance Oversight Committee.

The Chair called on Mr. Tague for a report of the Planning and Stakeholder Relations Committee. Mr. Tague reported that the Planning and Stakeholder Relations Committee met online last week, and he had two resolutions for the Board's consideration.

The first resolution seeks authorization to amend Port Authority of Allegheny County's Transit Service Standards. The new standards will include language that defines minimum service days for various route types. Following Board approval of the amended transit service standards, staff is planning 10 major service changes in November

On behalf of the Planning and Stakeholder Relations Committee, Mr. Tague respectfully requested approval of the resolution. It was moved, seconded and unanimously agreed the resolution be approved as presented.

The next resolution seeks authorization to approve Title VI Analysis for planned November 2020 major service changes. The proposed changes are additions to service and therefore will result in no disparate impacts on minority populations and no disproportionate burden to low-income populations. This resolution would formally approve Title VI Analysis for the November 2020 major service changes.

On behalf of the Planning and Stakeholder Relations Committee, Mr. Tague respectfully requested approval of the resolution. It was moved, seconded and unanimously agreed the resolution be approved as presented.

Mr. Tague next gave an update on our advocacy groups, Allegheny County Transit Council and the Committee for Accessible Transportation.

ACTC held board elections last month. As we did not have the results in time for last month's meeting, Mr. Tague shared the following results and congratulated all those elected.

Jay Walker, President  
Ralph Williams, Vice President  
Andrew Hussein, Secretary  
Brandin Adams, Treasurer

Mr. Tague gave special thanks to outgoing President Jim Keener for his service to the council.

Mr. Tague continued reporting that ACTC held their General Meeting last night. They were provided with an update on the Transit Service Standards, the Long-Range Plan and a legislative update on current transit funding.

The Committee for Accessible Transportation will hold its next meeting virtually on August 6 from 5:30 pm - 7:30 pm. The agenda has not yet been finalized for this meeting.

That concluded the report of the Planning and Stakeholder Relations Committee.

The Chair called on Ms. Ogoreuc for a report of the Finance Committee, which met virtually on Thursday, July 16, 2020.

Ms. Ogoreuc reported that Chief Communications Officer, Jim Ritchie, gave a brief presentation of Port Authority's Advertising Sales Program which surpassed \$3 million in revenue for the first time in the agency's history in the last fiscal year. This represents an 8.8 percent increase over the previous year and a 47 percent increase over the last five years.

Ms. Ogoreuc noted that our advertising revenue supports the Authority's operating budget and helps pay for daily expenses. Our projected budget for the current year is \$2.75 million but this will be impacted by COVID-19. Staff plans to keep the Committee updated on this situation.

Next at the meeting, Chief Financial Officer, Peter Schenk, presented the unaudited FY 2020 Operating Budget financial results.

Mr. Schenk stressed to the committee that these were unaudited financial results and that there would be significant entries made prior to the final audited numbers.

It was reported that the Authority ended FY 2020 with an unaudited Operating Budget deficit of \$28.55 million. And for the month of June, Total Operating Income was \$6.08 million under budget. Total Passenger Revenue constituted \$5.4 million of this variance. The preliminary Total Operating Revenue for FY 2020 was \$20.59 million under budget. A shortfall in Passenger Revenue of \$20.32 million due to COVID-19 was predominantly responsible for the variance in Total Operating Revenue. The shortfall in Total Operating Revenue will be included in the CARES ACT invoice for the month of June.

Mr. Schenk then reported that Total Unaudited Expenses for the month were \$9.01 million under budget despite increased payroll expenses for vehicle cleanings and material and supply expenses related to these cleanings. Total Unaudited Expenses for the fiscal year were \$39.7 million below budget which will assist in preserving CARES Act funding.

Mr. Schenk reported that both the monthly and fiscal year expense levels exclude approximately \$5 million in accrued salary and wages.

Total subsidy for the month was \$37.7 million below budget due to lower local subsidy, a timing issue with State Operating Assistance and not using Deferred State Operating Assistance. The preliminary total subsidy for FY 2020 is \$47.7 million below budget due to lower local subsidy and not using Deferred State Operating Assistance.

Ms. Ogoreuc noted that staff continues to work closely with Allegheny County on possible ways to mitigate a possible COVID-19 related shortfall in Local Operating Subsidy.

In closing, Ms. Ogoreuc reported that the Authority ended the fiscal year with \$117.78 million in Operating Reserves.

That concluded the report of the Finance Committee.

The Chair called on Ms. Liptak for a report of the Technology Committee that met on Thursday, July 16, 2020. Ms. Liptak had two resolutions for consideration.

For data center hosting and managed security services, the agency issued a request for proposals in preparation for the expiration of the existing contracted services. Ideal

Integrations, Inc., was determined to have the highest rated proposal in both categories which are Data Center Hosting and Managed Security Services.

Ms. Liptak noted that the use of a local and external firm who specializes in providing these services is a positive strategic action as running a data center is not a core competency of the agency.

The resolution would authorize the Authority to enter into an agreement with Ideal Integrations, Inc, for a three-year term, not to exceed \$3,263,000.

On behalf of the Technology Committee, Ms. Liptak respectfully requested approval of the resolution. It was moved, seconded and unanimously agreed the resolution be approved as presented.

The second resolution is for technology consulting services. The agency released a request for proposals to establish a pool of firms across multiple categories ranging from infrastructure to software. 38 proposals were received, and eight firms were selected as the highest ranking for agreements across various categories.

The highest-ranking firms are Deloitte Consulting, Inc, GNC Consulting, Inc, IT Works! Inc. doing business as Volanno, Ideal Integrations, Inc, IQ, Inc, 3DI, Inc, Janus Software, Inc, and Global Solutions Group.

Ms. Liptak mentioned that six of the eight firms are DB/DBE, which speaks to the commitment of the agency. The resolution would authorize the Authority to enter into agreements with this pool of firms for a four-year term, with the total not to exceed \$8,639,200.

On behalf of the Technology Committee, Ms. Liptak respectfully requested approval of the resolution. It was moved, seconded and unanimously agreed the resolution be approved as presented.

Ms. Liptak concluded her remarks by reporting that also at the meeting, Phillip St. Pierre, director Service Planning and Scheduling, presented on the technology tools and data that his team uses to establish the best possible routes and service. It was good to see the healthy mix of data insights and public outreach that goes into these decisions.

That concluded the report of the Technology Committee.

There were no speakers signed up to address the Board in July.

The Chair announced the next regular meeting of the Board will be Friday, September 25, 2020.

With no further business the meeting was adjourned.

**Appendix Q – Board Minutes Approving Title VI Service Equity Analyses for Temporary November 2020 Service Changes, November 2021**

PORT AUTHORITY OF ALLEGHENY COUNTY  
MINUTES OF THE REGULAR BOARD MEETING  
FRIDAY, NOVEMBER 19, 2021

The Regular Meeting of the Board of Port Authority of Allegheny County was held on Friday, November 19, 2021, at 9:30 a.m., at the Authority's Administration Offices, 345 Sixth Avenue, Pittsburgh, Pennsylvania, 15222-2527, pursuant to due public notice given as required by law.

The following members were in attendance in person: Jennifer Liptak, Acting Chair, Representative Austin Davis and Ann Ogoreuc. The following members were in attendance virtually: Michelle Zmijanac, John Tague, Gerry Delon, Jessica Walls-Lavelle, Representative Lori Mizgorski and Senator Jim Brewster.

The Vice Chair called the November 19, 2021, Regular Meeting to order and requested everyone stand for the pledge of allegiance and a moment of silence for the lives lost due to the pandemic.

A recommendation was made for approval of the minutes of the October 29, 2021, Regular Meeting. A motion was made, seconded, and unanimously passed.

The Vice Chair called on Ms. Katharine Kelleman for a report of the Chief Executive Officer.

Ms. Kelleman first asked for a moment of silence for the following employees who passed away since our last meeting: Operators Roy Grant, Lorie Poston, George Booker, Sherman Smith, Frank Pikutis, Charles Tucker, and George McDade; Janitor/Repairperson Angelo Beradone; and Receiver Joseph Smith.

Ms. Kelleman then acknowledged Collier Serviceperson Jim McVeigh, who is in the hospital in grave condition. Our thoughts are with his family and friends.

Ms. Kelleman continued by honoring the recipients of the 2020-2021 All-Star Awards. These exceptional employees have gone above and beyond their duties, and were recognized for their efforts:

The first recipients were Operator James Ballard and Operator David Jordan. On April 12, 2021, these operators were traveling in opposite directions with passengers on their buses when they came across a 17-year-old and his mom who were involved in a struggle on the Larimer Bridge. The teen was apparently planning to commit suicide. Without hesitation, these operators secured their buses, ran to the scuffle, and held the teen to the ground until the police and paramedics arrived. They most likely saved this young man's life. We are grateful to Mr. Jordan and Mr. Ballard for their service.

Ms. Kelleman presented Mr. Jordan with a plaque. Mr. Ballard was ill and couldn't be at the meeting in person but watched the meeting online.

Next recipient was Operator Marina Davis. On March 6, 2020, Ms. Davis was driving the 61A in Edgewood when she saw a woman on the bus jump out of her seat and clutch her throat. The woman was moving toward the front of the bus while she pleaded for help. Ms. Davis pulled over, secured the bus, and began giving the woman the Heimlich maneuver. We are very grateful to Operator Davis for her quick action on that day.

Ms. Davis was presented with a plaque.

The final recipient was Operator Cryvonne Poindexter. On September 3, 2020, Ms. Poindexter saw a man trespassing on the East Busway near Pitt Tower, Port Authority's police station. She attempted to stop the man by yelling out, but he would not stop. The man was able to walk inside the Pitt Tower, and Ms. Poindexter called Port Authority police to notify them of the security breach. Police took the man into custody without incident. We are grateful to Ms. Poindexter for her bravery.

Ms. Poindexter was presented a plaque.

The Vice Chair also thanked the operators for not only the work that they do every day, but for going the extra mile and making a difference in these people's lives.

Ms. Kelleman continued reporting that on Monday, President Biden signed the historic federal infrastructure bill into law. The \$1.2 billion package is the largest investment in our nation's infrastructure since 1956. She noted that this investment is vital to improving access, creating opportunity, and building our region's infrastructure for the future.

Ms. Kelleman stated that "We expect to learn more about the federal process soon, but it's been reported that Pennsylvania is set to receive an estimated \$2.8 billion over five years. There's no shortage of projects that we could pursue that would improve accessibility, equity, and the quality of life in our region."

"Public transit is uniquely positioned to support every facet of our society, from getting people to and from work, school, the grocery store, and elsewhere to easing traffic congestion for those who share the roads with us to providing good union jobs that support families and communities."

Ms. Kelleman added that Port Authority is both honored and privileged to be a part of this historic opportunity.

She stated that "This has been a challenging year, but I am hopeful that we can put the pandemic behind us soon. We have so many opportunities at our doorstep, and I truly believe we're well-positioned for a triumphant return."

Ms. Kelleman concluded her remarks by wishing everyone a happy holiday and a joyous new year

That concluded the report of the Chief Executive Officer.

The Vice Chair called on Ms. Zmijanac for a report of the Performance Oversight Committee.

Ms. Zmijanac reported that the Performance Oversight Committee met last week, and she had eight resolutions for the Boards consideration.

The Committee first reviewed four procurement items and determined the bids to be in accordance with the Authority's procurement policies and procedures, the prices fair and reasonable, the bidders to be responsible and the bids responsive.

The Performance Oversight Committee recommended the award of bids listed in the resolution for the total amount of approximately \$1.2 million dollars.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Zmijanac presented the next resolution seeking authorization to enter into an agreement with a contractor to provide oversight and coordination of the Authority's managed care services.

In order to obtain a qualified firm to perform the services, a request for proposals was prepared and publicly advertised and one proposal was received. The proposal submitted by UPMC WorkPartners has been determined to be an acceptable proposal, and it was also determined that they are responsible and qualified to perform the services.

Ms. Zmijanac advised that the Performance Oversight Committee recommends entering into an agreement with UPMC WorkPartners in the total not-to-exceed amount of \$4,657,143, for an initial five-year period with the option to extend the term of the agreement up to an additional two years at the sole discretion of the Authority.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Zmijanac presented the next resolution seeking authorization to adopt and implement the FY 2022-23 Internal Audit Work Plan.

In 2007, the Board adopted an Internal Audit Department Charter as a statement of policy and an expressed commitment to provide financial and operational oversight to the Authority.

Ms. Zmijanac reported that, in accordance with the Charter, the Authority's Internal Audit Department has conducted various audit and oversight activities over the past several years. In order to continue these efforts, and to further strengthen the transparency and fiscal oversight of the Authority, the Performance Oversight Committee recommends adopting and implementing the FY 2022-23 Work Plan attached to the resolution as Exhibit A.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Zmijanac presented the next resolution seeking authorization to extend and amend an agreement to Provide Drug and Alcohol Compliance Program Services.

In January 2018, the Authority's Board authorized an award to enter an agreement with Commercial Consulting to provide these services for an initial term of three years for a total not-to-exceed amount of \$1,327,300. The agreement also contains two option years to be exercised by the Authority in its sole discretion.

In November 2020, the Board authorized the exercise of the first option year with no increase to the previously authorized not-to-exceed amount.

Ms. Zmijanac advised the Board that the Performance Oversight Committee recommends extending the term of the agreement an additional year to February 28, 2023, and to increase the previously authorized total not-to-exceed amount by \$387,209.80.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Next, Ms. Zmijanac presented three resolutions seeking authorization to enter into Construction contracts.

The first project pertained to the Manchester and Pitt Tower HVAC and Electrical upgrades.

She reported that the Performance Oversight Committee recommends that contracts be awarded to Mosites Construction Company in the amount of \$322,692.00 for the General Construction Contract; W.G. Tomko, Inc., in the amount of \$1,753,650.00 for the Mechanical Construction Contract; and Merit Electrical Group, Inc., in the amount of \$561,000.00, for the Electrical Construction Contract for completion of the project.

The foregoing contractors submitted the lowest responsive bids from responsible bidders meeting the Authority's specifications for the project and the prices are fair and reasonable. All awards are subject to the contractors completing the pre-award requirements.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Zmijanac presented the next resolution seeking authorization to enter into contracts for the Monongahela Incline Phase II Rehabilitation project.

It is recommended awarding the General Construction Contract to Mosites Construction Company, in the amount of \$5,477,777.00; the HVAC Construction Contract to W.G. Tomko, Inc., in the amount of \$246,700.00; and the Electrical Construction Contract to Westmoreland Electric Services, LLC, in the amount of \$2,558,000.00 for completion of the project.

The foregoing contractors submitted the lowest responsive bids from responsible bidders meeting the Authority's specifications for the project and the prices are fair and reasonable. All awards are subject to the contractors completing the pre-award requirements.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Zmijanc presented the final construction resolution seeking authorization to award contacts for the Subway Station Escalator Rehabilitation project.

She reported that the Performance Oversight Committee recommends that the General Construction contract be awarded to Mosites Construction Company, in the amount of \$13,245,813.00; and the

Electrical Construction Contract be awarded to Merit Electrical Group, Inc. in the amount of \$262,723.00; for completion of the project.

The foregoing contractors submitted the lowest responsive bids from responsible bidders meeting the Authority's specifications for the project and the prices are fair and reasonable. Both awards are subject to the contractors completing the pre-award requirements.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Zmijanac presented the final resolution seeking authorization to extend and amend agreements to provide legislative consulting services.

In January 2019, the Authority entered into agreements with Greenlee Partners, LLC, and Buchanan Ingersoll & Rooney PC, to provide the services for an initial term of three years for a total not-to-exceed amount of \$888,000, to be allocated by the Authority among the two firms. The agreements also contained two option years to be to be exercised by the Authority in its sole discretion.

Ms. Zmijanac reported that the Performance Oversight Committee recommends exercising the first option year and increasing the previously authorized total not to-exceed amount to \$1,137,206.

On behalf of the Performance Oversight Committee, Ms. Zmijanac respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Also, at the meeting, representatives from the Pennsylvania Department of Transportation gave a detailed review of the CY 2021 PennDOT Rail Transit Safety Review Program. PennDot emphasized the good working relationship they have with Port Authority, in particular, Mr. Burt Jennings, Director of Safety and Chief Porter of the Port Authority Police Department.

That concluded the report of the Performance Oversight Committee.

The Vice Chair called on Mr. Tague for a report of the Planning and Stakeholder Relations Committee.

Mr. Tague reported that the Planning and Stakeholder Relations Committee met last week. He first thanked Board Member Walls-Lavelle for chairing the meeting in his absence.

Mr. Tague had one resolution for the Board's consideration and two updates.

In November 2020, Port Authority implemented 30 major service changes in response to the sharp decline in ridership due to the COVID-19 pandemic. The Board approved 10 of the changes in July 2020 because they were intended to be permanent. These were primarily additions to weekend service.

The remaining 20 changes – five additions to service and 15 reductions – were intended to temporarily rebalance service from underused commuter routes toward local routes that were experiencing pass-ups due to capacity limits.

Although Port Authority still considers these changes to be temporary, because they've been changed for more than a year, Port Authority is required by the FTA to conduct a formal Title VI analysis and hold a public hearing concerning those service changes.

Should the Board approve, the public comment period would begin December 1 and end on February 1, 2022. Port Authority will also host a virtual information session on Tuesday, January 11, at 5:30 p.m., and will hold a public hearing on Thursday, January 27 from 3 to 6:30 p.m.

Mr. Tague reported that there will be more information in the coming weeks as we get closer to the public comment period.

On behalf of the Planning and Stakeholder Relations Committee, Mr. Tague respectfully requested that the Board approve the Title VI Analysis and Public Comment Period for COVID-19 related major service changes. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Mr. Tague concluded his report by giving an update on the Committee for Accessible Transportation and the Allegheny County Transit Council.

The Committee for Accessible Transportation met virtually on November 4 for its quarterly meeting and received updates on bus shelter replacements, bus stop improvements, and ACCESS.

The Allegheny County Transit Council met virtually on November 17. Committee members received an update on the U-Pass Program.

Both committees had an opportunity to meet Chief Strategy Officer, Donny Hamilton, and learn about his new role and responsibilities; hear about the Title VI analysis conducted for the November 2020 service changes and the upcoming public hearing; receive an update on the Belasco Light Rail Station project; and receive an update on the South Hills Junction Station Improvement project.

That concluded the report of the Planning and Stakeholder Relations Committee.

The Vice Chair called on Ms. Ogoreuc for a report of the Finance Committee.

Ms. Ogoreuc reported that the Finance Committee met on Wednesday, November 10 and had one resolution for the Board's consideration.

Controller, Peter Schenk, presented a resolution to the Committee seeking authorization to amend the FY 2022 Operating Budget, file an amended State Operating Application and execute Local Match certifications.

Ms. Ogoreuc reported that the Authority was notified in October that it would be receiving an increase of \$5,862,832 in its 1513 State Operating Assistance.

This increased Section 1513 State Operating Assistance requires a corresponding increase of \$956,755 in Allegheny County's local match funding which has been requested in the Authority's FY 2022 budget request to the County.

To reflect the increased State and County Operating Assistance, the Authority must amend its FY 2022 Operating Budget to reflect the updated funding levels and make other related adjustments to balance the FY 2022 Operating Budget.

This resolution, as set forth in Exhibit A, amends the FY 2022 Operating Budget to a total of \$493,691,076. The resolution further authorizes the Authority to submit an amended FY 2022 Operating Assistance grant application to PennDOT and execute and submit operating and capital assistance local match assurances in the forms attached to the resolution as Exhibits "B" and "C" respectively.

On behalf of the Finance Committee, Ms. Ogoreuc respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Next, Ms. Ogoreuc reported on the October financial results, as presented at the Finance Committee meeting last week.

Ms. Ogoreuc reported that Total Operating Income for the month of October was under budget by \$3.6 million and \$15.52 million under budget for the fiscal year. Both variances were due to lower Passenger Revenues from lower pandemic ridership levels. ARPA funding will be utilized to make up this shortfall once a "spot" audit of federal stimulus invoicing is completed by the Federal Transit Administration.

Ms. Ogoreuc continued reporting that Total Expenses for the month of October were \$3.4 million under budget and \$19.6 million under budget for the fiscal year. These variances were due to lower Salary & Wages and Employee Benefit Expense from vacant positions as well as lower Materials & Supply Expense from lower Material and Reconditioned Unit Expense.

Total Subsidy for the month of October was \$2.1 million below budget due to a timing issue with State Operating Assistance and the delay in Federal stimulus invoicing. Total Subsidy for the fiscal year was \$18.7 million under budget due to the delay in ARPA invoicing because of the FTA Audit of CARES invoicing.

Finally, Ms. Ogoreuc reported that as of October 31, 2021 the Authority had \$135.6 million in Operating Reserves.

That concluded the report of the Finance Committee.

Next Ms. Liptak gave the Technology Committee report.

Ms. Liptak reported that the Technology Committee met on Wednesday, November 10, and she had one resolution for the Board's consideration.

The Committee reviewed three procurement items and determined the bids to be in accordance with the Authority's procurement policies and procedures, the prices fair and reasonable, the bidders to be responsible and the bids responsive.

The Technology Committee recommends the award of bids listed in the resolution for the total amount of approximately \$1 million dollars.

On behalf of the Technology Committee, Ms. Liptak respectfully requested approval of the resolution. It was moved, seconded, and unanimously agreed that the resolution be approved as presented.

Ms. Liptak continued reporting that also at the meeting, Port Authority's Manager of Information Security, Jeff Nichols, provided background on actions that the agency takes to counter malicious emails, including employee training, multi-factor authentication, and Office 365 tools.

That concluded the report of the Technology Committee.

Under New Business, and on behalf of Chairman Letwin, Ms. Liptak announced that Mr. Letwin appointed Ms. Stephanie Turman as Chair of the Nominating Committee. Mr. Letwin also appointed members, Ms. Ann Ogoreuc and Representative Austin Davis to serve on the Committee.

No speakers addressed the Board this month.

The Vice Chair announced that the next Regular meeting of the Board will be Friday, January 28, 2022.

With no further business the meeting was adjourned.

Approved

**Appendix R – Full Public Comment Summary from November 2020 Temporary Service Changes, November 2021**



**Executive Summary**

**FY2020**

**Pandemic Related Service Changes**

**Public Comment**

Addendum Document to Title VI Analysis for November 2020 Major Service Changes

February 2022

Port Authority of Allegheny County

Planning & Service Development Department

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<b>III.</b>	<b>PUBLIC COMMENT PROCESS</b>	Page 6
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**I. BACKGROUND**

i. Resolution

SUMMARY OF RESOLUTION

Authorization to Approve Title VI Analysis and Public Comment Period for  
Pandemic-Related Service Changes

Port Authority of Allegheny County (Authority) was organized and exists pursuant to the Second Class County Port Authority Act, as amended, to provide public transit services within and for Allegheny County. In accordance with Title VI of the Civil Rights Act of 1964, and related regulations adopted by the Federal Transit Administration (FTA), the Authority maintains a Title VI Program (Program) to ensure that individuals are protected from discrimination based upon race, color, and national origin in the provision of the Authority's public transit services.

Pursuant to applicable FTA regulations and Program, the Authority is required to conduct an analysis prior to implementing any major service changes to determine whether any such major service changes would have a disparate impact on the Authority's ridership based on race, color, or national origin, and if so, the means by which to mitigate such impact. The Authority is also required to conduct an analysis prior to implementing any major service changes to determine whether any such major service changes would disproportionately burden low-income populations, and if so, means by which to mitigate such impact. Regardless of the reason, FTA considers any major service change that lasts for 12 months or longer to be permanent in nature.

In November 2020, and as a direct result of the effects of the COVID-19 pandemic's drastic effects on ridership and riding patterns, the Authority implemented 20 major service changes that were at the time considered temporary in nature. Major service changes affect more than 30 percent of a route's weekly trips, directional miles or service hours and can also include the addition of a service day to a route. While the Authority still considers these pandemic-related service changes to be temporary in nature, the Authority must treat them as permanent for Title VI regulatory and Program and public comment purposes since they will remain in place for more than 12 months. Accordingly, the Authority has completed a Title VI major service changes service equity analysis for the pandemic-related changes that were made in November 2020 and continue to date (Title VI Analysis).

A copy of Title VI Analysis is attached as Exhibit A to the resolution. As more fully detailed in Title VI Analysis, and while some of the service changes made had a disparate impact on minority populations or put a disproportionate burden on low-income populations, the Authority's mitigating action is that it does not consider the service changes permanent in nature and will continue to monitor ridership and route performance and continue modifying service as ridership and riding patterns continue to change as the region continues to emerge from the pandemic.

This resolution approves and adopts the Authority's Title VI Analysis for the pandemic-related major service changes. This resolution also authorizes the Authority to conduct the required public comment period, including at least one public hearing, regarding the pandemic-related major service changes made in November 2020 and continuing to date.

**RESOLUTION**

**WHEREAS**, Port Authority of Allegheny County (Authority) was organized and exists pursuant to the Second Class County Port Authority Act, as amended, to provide public transit services within and for Allegheny County; and

**WHEREAS**, the Authority maintains a Title VI Program (Program) to ensure that individuals are protected from discrimination based upon race, color, and national origin in the provision of the Authority's public transit services in accordance with Title VI of the Civil Rights Act of 1964 and related regulations adopted by the Federal Transit Administration (FTA); and

**WHEREAS**, pursuant to applicable FTA regulations and Program, the Authority is required to conduct an analysis prior to implementing any major service changes to determine whether any such major service changes would have a disparate impact on the Authority's ridership based on race, color, or national origin, and if so, the means by which to mitigate such impact. The Authority is also required to conduct an analysis prior to implementing any major service changes to determine whether any such major service changes would disproportionately burden low-income populations, and if so, means by which to mitigate such impact. Regardless of the reason, FTA considers any major service change that lasts for 12 months or longer to be permanent in nature; and

**WHEREAS**, in November 2020, and as a direct result of the effects of the COVID-19 pandemic's drastic effects on ridership and riding patterns, the Authority implemented 20 major service changes that were at the time considered temporary in nature. Major service changes affect more than 30 percent of a route's weekly trips, directional miles or service hours and can also include the addition of a service day to a route. While the Authority still considers these pandemic-related service changes to be temporary in nature, the Authority must treat them as permanent for Title VI regulatory and Program and public comment purposes since they will remain in place for more than 12 months; and

**WHEREAS**, accordingly, the Authority has completed a Title VI major service changes service equity analysis for the pandemic-related changes that were made in November 2020 and continue to date (Title VI Analysis). A copy of Title VI Analysis is attached as Exhibit A to this Resolution.

**NOW, THEREFORE BE IT RESOLVED**, that the Board hereby approves and adopts for the Authority Title VI Analysis for the pandemic-related major service changes made in November 2020 and continuing as of the date of this Resolution.

**FURTHER RESOLVED**, and as also required for major service changes considered permanent for FTA regulatory purposes, the Authority's chief executive officer, chief communications officer and/or chief development officer be, and hereby are, authorized to proceed with a public comment period commencing on December 1, 2021 and ending on February 1, 2022, which will include at least one public hearing, in a form and manner approved by counsel, to provide the public with the opportunity to comment on the pandemic-related major service changes more fully detailed in Title VI Analysis.

**FURTHER RESOLVED**, that the chief executive officer, chief communications officer and/or chief development officer be, and hereby are, authorized and directed to take any and all actions necessary and proper to carry out the purpose and intent of this resolution.

ii. Need

In March 2020, the United States was hit by the COVID-19 coronavirus pandemic. As a result of this pandemic, both Port Authority's ridership dropped by more than 75%, and the agency struggled to fill service with Operators due to illness. Additionally, capacity restrictions were put in place on transit vehicles to limit the number of riders at any one time, creating strain on routes with significant continued ridership in communities with many essential workers.

In November 2020, Port Authority implemented 30 major service changes, 20 of which were directly in response to the ongoing pandemic. A major change is one that affects more than 30 percent of a route's weekly trips, directional miles or service hours. The intent of these changes was to rebalance service away from underused commute routes and toward routes serving low-income riders who were experiencing crowding and pass-ups on a regular basis. These 20 changes were considered temporary changes responding to COVID-19, and were anticipated to be returned to "normal" service levels following the winter 2020-2021 wave of the pandemic.

Throughout 2021, continued waves and troughs in the pandemic led the service development team to continually put on hold the return of service to the commuter routes, leading to the need to conduct a formal Title VI analysis in the fall of 2021 as the FTA considers changes lasting longer than 12 months to be "permanent" in nature and require analysis and formal process for input as defined by the agency. Although the FTA considers changes that remain in place for more than 12 months to be permanent, Port Authority is continuing to monitor ridership and route performance and plans to continue modifying service as ridership changes.

## II. COMMUNICATIONS

In November 2020 Port Authority implemented 20 (twenty) major service changes intended to temporarily rebalance service from underused commuter routes toward local routes that were experiencing pass-ups due to capacity restrictions.

On November 9, 2021 Port Authority released a statement indicating that Port Authority staff would present a resolution to the Authority's Planning and Stakeholder Relations Committee seeking approval of a Title VI analysis and a 60-day public comment period on service changes the agency implemented late last year.

November 19, Port Authority's Board approved the resolution authorizing the public comment period. The public comment period began December 1, 2021 and ended on February 1, 2022. A virtual public hearing information session occurred on Tuesday, January 11, 2022 from 5:30 to 7:00 p.m. A hybrid in-person/virtual public hearing was held on Thursday, January 27 from 3:00 to 6:30 p.m.

### i. Advertisements

Advertisements/notices about the proposed changes and public hearing/comment period were published in the Pittsburgh Post-Gazette, in the New Pittsburgh Courier, and online.

#### 1. **Newspaper**

- a. Pittsburgh Post-Gazette
  - i. Thursday, December 2, 2021
  - ii. Thursday, January 6, 2021

*(See Exhibit B for Tear Sheets of Advertisements)*

*(See Exhibit C for Affidavit of Distribution)*

- b. New Pittsburgh Courier
  - i. Wednesday – Tuesday, December -1-7, 2021
  - ii. Wednesday – Tuesday, January 5 - 11, 2021

*(See Exhibit D for Tear Sheet of Advertisement)*

#### 2. **Online**

- a. Facebook

*(See Exhibit E for Facebook Advertisements)*

- i. Q&A Session (Facebook Ad 1): \$662.21
- ii. Public Comment Session (Facebook Ad 2): \$100

### ii. Brochure

- i. Sent to legislative offices:
  - 1. Senator Jim Brewster
  - 2. Senator Jay Costa

3. Senator Wayne Fontana
4. Senator Devlin Robinson
5. Senator Lindsey Williams
6. Rep Emily Kinkead
7. Rep Anita Kulik
8. Rep Anthony DeLuca
9. Rep Austin Davis
10. Rep Brandon Markosek
11. Rep Bud Cook
12. Rep Dan Deasy
13. Rep Dan Frankel
14. Rep Dan Miller
15. Rep Ed Gainey
16. Rep Carrie DelRosso
17. Rep Jessica Benham
18. Rep Jake Wheatley,
19. Rep Jason Ortitay
20. Rep Lori Mizgorski
21. Rep Michael Puskaric
22. Rep Robert Mercuri
23. Rep Sara Innamorato
24. Rep Summer Lee
25. Rep Natalie Mihalek
26. Rep Robert Matzie
27. Rep Timothy O'Neal
28. Rep Valerie Gaydos
29. Rep Nick Pisciotano

- ii. Available in Service Center, 623 Smithfield St, Pittsburgh, PA 15222, from December 1, 2021 to February 1, 2022

*(See Exhibit F for Brochure)*

iii. Question & Answer

An informational session was held on Tuesday, January 11<sup>th</sup>, 2022, from 5:30pm – 7:00pm on Microsoft Teams. Members of the public had to sign up to attend the meeting via Port Authority's website. Participants were provided a brief overview of the November 2020 major service changes and given an opportunity to ask questions about the changes and/or the process of the public comment period and hearing. Participants were told that no comments would be recorded from the informational session, and that comments needed to be emailed, called in, or written in to the Port Authority (information was given as to how) to provide formal comment.

### III. PUBLIC COMMENT PROCESS

#### i. Website

Beginning December 1, 2021 and ending on February 1, 2022, members of the public could review the service changes and submit comments through the Port Authority website at [www.portauthority.org/comments](http://www.portauthority.org/comments)

*(See Exhibit G for a Website Screenshots)*

A total of forty (40) individuals submitted forty-one (41) comments through the website. Generally, commenters were concerned about the loss of frequency, particularly on Route 58 Greenfield. A majority of the comments that were unrelated to these service changes called for enforcement of mask wearing and higher frequency of service on routes that were not affected by these changes.

<b>Broad Comment Content</b>	<b>Number of Comments</b>
Unrelated	20
Concerned about loss of frequency on Route 58 Greenfield	10
More engagement needed in advance of service changes	0
More transparent metrics for how service decisions are made	1
Higher frequency on routes with added service is positive	3
Concerned about loss of frequency on Routes 65, P7	0
More focus on those who cannot drive	1
Redistribute resources to where they are most needed	0
Return to previous service levels	6

*Full comments available upon request.*

#### ii. Phone

Beginning December 1, 2021 and ending on February 1, 2022, members of the public could leave a message on a recorded line by calling 412-566-5335.

There were no voicemails received.

#### iii. Written Comment

##### i. **Mail**

Written comment could have been sent to Port Authority of Allegheny County, Attn: Service Change Comments, 345 Sixth Avenue, Third Floor, Pittsburgh, PA 15222. All comments must have been received at the above address by the close of business on February 1, 2022.

There were no written comments received.

iv. Public Hearing

Port Authority conducted one public hearing over Microsoft Teams.

The hearings were covered by most major media outlets, including, but not limited to Pittsburgh Post-Gazette, KDKA-TV, WTAE-TV, WPXI-TV and others.

Members of the public were asked to register in advance in order to speak at the meetings.

American Sign Language interpreters were present and translated throughout each meeting.

**Service Change Hearing: January 27, 2022**

**3:00 pm – 6:30 pm**

1. Total Commenters: Six (6)
2. Total Public Listeners: Fifty-eight (58)
3. Board Attendees: Five (5)
  - a. Jennifer Liptak, Vice Chair
  - b. Stephanie Turman
  - c. John Tague
  - d. Michelle Zmijanac
  - e. Jessica Walls-Lavelle
4. Total Port Authority Staff: Twelve (12)

The six (6) public speakers’ comments broadly called for more upfront engagement prior to service changes being decided upon and greater transparency in metrics used to drive those decisions. A more detailed summary is below:

<b>Broad Comment Content</b>	<b>Number of Comments</b>
Unrelated to Hearing content	2
Concerned about loss of frequency on Route 58 Greenfield	2
More engagement needed in advance of service changes	3
More transparent metrics for how service decisions are made	2
Higher frequency on routes with added service is positive	1
Concerned about loss of frequency on Routes 65, P7	1
More focus on those who cannot drive	1
Redistribute resources to where they are most needed	1
Return to previous service levels	1

*Full Transcripts available upon request.*

v. Comment Summary

Across all mediums, there were forty-six (46) total commenters.

<b>Broad Comment Content</b>	<b>Number of Comments</b>
Unrelated	22
Concerned about loss of frequency on Route 58 Greenfield	12
More engagement needed in advance of service changes	3
More transparent metrics for how service decisions are made	3

Higher frequency on routes with added service is positive	4
Concerned about loss of frequency on Routes 65, P7	1
More focus on those who cannot drive	2
Redistribute resources to where they are most needed	1
Return to previous service levels	7

#### **IV. SUMMARY**

Port Authority is committed to continuing to balance service with the needs of the riders and returning service on routes with reductions when conditions allow. The agency will continue to look for opportunities to engage the public when possible about potential service changes, beyond what is required legally.

*(See Exhibit A for Title VI Finding by Route)*

**V. EXHIBITS**

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*Full comments & transcripts available upon request.*

# Exhibit A: Title VI Findings by Route

Route	Type of Major Service Change	Change Category	Title VI Results
Route 1	Additional trips added to all service days	Addition of weekly trips	No impacts
Route 12	Additional trips added to all service days	Addition of weekly trips	No impacts
Route 38	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route 58	Reduction of weekday Service	Reduction of weekly trips	<b>Disproportionate burden</b>
Route 59	Addition of weekday Service	Addition of weekly trips	Both disparate impact and disproportionate burden, but positive change
Route 65	Reduction of weekday Service	Reduction of weekly trips	<b>Disproportionate burden</b>
Route 19L	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route G2	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route G3	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route G31	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route O1	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route O12	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route P12	Reduction of weekday Service	Reduction of weekly trips	<b>Disparate impact</b>
Route P13	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route P68	Extension of route on all service days	Extension of route	Disparate impact, but positive change
Route P7	Reduction of weekday Service	Reduction of weekly trips	<b>Both disparate impact and disproportionate burden</b>
Route P76	Reduction of weekday Service	Reduction of weekly trips	<b>Disparate impact</b>
Route Y1	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route Y45	Reduction of weekday Service	Reduction of weekly trips	No impacts
RED line	Addition of weekday Service	Addition of weekly trips	No impacts

# Exhibit B: Pittsburgh Post-Gazette Advertisements





# Exhibit C: Pittsburgh Post-Gazette Affidavit of Distribution

# Pittsburgh Post-Gazette

2201 Sweeney Drive  
Clinton, Pennsylvania 15026

## AFFIDAVIT OF DISTRIBUTION

STATE OF: PENNSYLVANIA  
COUNTY OF: ALLEGHENY  
CITY OF: PITTSBURGH

I, Rob Anders, being duly sworn on oath says he is and during all times herein stated has been the publisher of the publisher's designated agent in charge of the publication known as

PITTSBURGH POST-GAZETTE ("Publisher")

and has full knowledge of the facts herein stated as follows: Print Advertising was distributed in accordance with the campaign dates indicated below

### Port Authority of Allegheny County

12/2/21 Ad # 4304224 - 1/4 Page Vertical (3 x 9.79") ROP Print Advertisement (Main News)

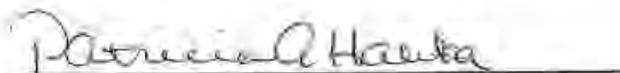
By:



**Rob Anders**  
Senior Manager, Advertising Operations

Subscribed and sworn to before me:

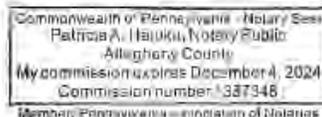
This 06 day of December, 2021



Notary Public:

Commission Expires: December 4, 2024

Notary Seal:



# Exhibit D: New Pittsburgh Courier Advertisements

be at radio stations are learning that today's younger listeners have no problem listening to online-based programs more than terrestrial-based ones. It's given top management food for thought — "Hmm, maybe we should see who's creating a buzz online, and offer them employment on our platform."

In March 2009, Jackson created "J.R. Sport Brief" on YouTube, where he expressed that Major League Baseball slugger Gary Sheffield should retire, hang it up as he approached 40 years old. As it turned out, Sheffield was signed by the New York Mets the following month, played 100 games, hit just 10 home runs, and then called it a career.

As the years and videos went on, Jackson's name and brand continued to grow. He was getting millions of views per year, and it eventually caught the eye of the country's most respected sports radio station, WFAN in

New York City. Jackson also hosted a radio, broadcasting nationwide each weeknight.

But Jackson, coming from humble beginnings, didn't act like he had arrived. In September, he began a tour where he spoke to thousands of college students about the media industry, spreading whatever knowledge he could to help them reach their goals.

"There should be no reason why the students don't get opportunities faster," Jackson told the Courier during his visit to Point Park University in Downtown Pittsburgh, Oct. 4. "They don't have to wait for 'traditional media.' They have all the tools in the world to push forward with whatever they want to do."

Jackson has spoken to students at HBCUs like Morehouse, Clark Atlanta, Howard and Morgan State, and Primarily White Institutions such as Drexel, University of Georgia, and Springfield College. Jackson also visited universities in the Midwest and West Coast



J.R. JACKSON hosts a nationally syndicated sports show, "J.R. Sport Brief," weeknights at 10 p.m. on CBS Sports Radio. It can be heard in Pittsburgh on 93.7 The Fan. (Photo by Rob Taylor Jr.)

during the two-month tour.

Jackson told the Courier he hoped he increased the need for diverse voices on the tour, as often-times, Jackson's found himself as the only Black person around at sports

radio stations. "There's no reason that in a lot of markets or places that I still have to be either the youngest person on there or the only African American, or the African American that didn't play professionally," Jackson told the Courier. "I think it's lazy in a lot of regards."

Jackson added: "It's easy to have group-think and stick to what you know and hire who you're comfortable with, but everybody has to be able to step outside the box."

Jackson's nationally syndicated show airs from 10 p.m. to 2 a.m. weeknights on 93.7 The Fan in Pittsburgh. More African Americans are starting to gain traction in the sports radio arena. In Pittsburgh, "The Fan" features Paul Zeise, Josh Taylor and former pro athletes Dorin Dickerson and Arthur Mouis as sports talk hosts who

are African American. WFAN in New York City recently announced that an African American, Keith McPherson, would host its weeknight slot. Fox Sports Radio, a competitor of CBS Sports Radio, teamed African Americans Chris Broussard and Rob Parker to host its weeknight show. ESPN Radio, another competitor of CBS Sports Radio, has African American and former NFL star Keyshawn Johnson spearheading its national morning show.

Where the national sports networks have gotten the memo about trying to get more diverse, overall, the local sports radio scene has a ways to go. Most local sports stations have no more than two African American sports hosts (full- or part-time), while White hosts can number from 8 to 14 at some of the larger stations.

Jackson told the Cou-

rier that his brand, "J.R. Sport Brief," belongs to him. He created it, and it goes with him wherever he goes. It's not owned by any radio or online company. While he's excited to be on CBS Sports Radio each weeknight, he said that his progression in the industry will continue with or without terrestrial radio. He made it clear to the students that they should be progressing each day, too, molding their brand in the process.

"Make them pay attention," Jackson's advice was to the students. "If you feel that there's not a space, we live in such a society right now, make one. You have the tools, they're free. I started my show with a (Sony) Handycam. It took nine years. Make people pay attention, and you do it in the most polite, respectful, professional way."

## Public Hearing & Comment Period for Pandemic-Related Major Service Changes

In November 2020, as a direct result of the effects of the COVID-19 pandemic's drastic effects on ridership and riding patterns, Port Authority of Allegheny County implemented 20 major service changes (as more fully summarized below) that were considered temporary at the time those changes were made. Major service changes affect more than 30 percent of a route's weekly trips, directional miles or service hours and can also include the addition of a service day to a route. Although the Authority still considers these pandemic-related service changes to be temporary in nature, the Authority must treat them as permanent for Federal Transit Administration regulatory purposes at this time.

Accordingly, Port Authority is conducting a public comment period for the purpose of receiving public comments regarding Port Authority's pandemic-related major service changes.

**PUBLIC COMMENT PERIOD** Begins 9 AM (EST) on Wednesday, December 1, 2021 and ends at 5 PM on Tuesday, February 1, 2022.

- Public comments will be accepted via the following methods:
1. Written comment online at [www.portauthority.org/comments](http://www.portauthority.org/comments)
  2. Written comment sent by U.S. mail or hand delivery to: Port Authority of Allegheny County, Attn: Service Change Comments, Heinz 57 Center, 345 Sixth Avenue, Third Floor, Pittsburgh, PA 15222.
  3. Or by calling 412.566.5335 and leaving a message on a recorded line.

In addition to receiving public comment online, via U.S. mail or hand delivery or by calling and leaving comments on a recorded line, Port Authority will also hold a public hearing to receive oral public comment on the pandemic-related major service changes.

**PUBLIC HEARING (IN-PERSON AND ONLINE)** Thursday, January 27, 2022  
 3 PM to 6:30 PM (EST) — oral comment to be received both in-person and online  
 Physical Location: Port Authority of Allegheny County  
 Neal Holmes Board Room  
 345 Sixth Avenue, Fifth Floor  
 Pittsburgh, PA 15222

Online Hearing Link: to be provided upon completion of registration to provide oral comment. Register: Online at [www.portauthority.org/comments](http://www.portauthority.org/comments) or call 412.442.2000 to testify by 5 PM (EST) on Tuesday, January 25, 2022. In-person COVID requirements: Mask required.

Oral testimony will be limited to three minutes per speaker. To request special accommodations, please contact Port Authority at the Customer Service number listed below no later than 5 PM (EST) on Thursday, January 13, 2022.

All hearings will be recorded and transcribed by a court reporter and made part of Port Authority's official records.

During the public comment period and prior to the public hearing taking place on January 27, Port Authority will also host an online informational session to further discuss and answer questions concerning the pandemic-related major service changes:

**INFORMATIONAL SESSION (ONLINE ONLY)** Tuesday, January 11, 2022  
 5:30 PM (EST) to 7 PM (EST)

Register to attend the virtual meeting at [www.portauthority.org/comments](http://www.portauthority.org/comments) by 5 PM on Monday, January 10, 2022. To request special accommodations, please contact Customer Service at the number below no later than 5 PM (EST) on Tuesday, December 28, 2021.

If time permits, questions will be taken live at the end of the informational session.

For more information, call Customer Service at 412.442.2000 (TTY 412.231.7007) or visit [www.portauthority.org/comments](http://www.portauthority.org/comments)

### Summary of Port Authority of Allegheny County Pandemic-Related Major Service Changes

Major Service Change Type	Transit Routes Affected
Addition of all service day trips	1, 12
Addition of weekday trips	59, RED
Route extension	PEB
Reduction of weekend trips	38, 58, 65, 19L, G2, G3, G31, O1, O12, P12, P13, P7, P75, Y1, Y45

PortAuthority.org

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412.444.1744 | INFO@SOJOURNERHOUSEPA.ORG

## Public Hearing & Comment Period for Pandemic-Related Major Service Changes

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345 Sixth Avenue, Fifth Floor  
Pittsburgh, PA 15222

Online Hearing Link: To be provided upon completion of registration to provide oral comment. Register: Online at [www.portauthority.org/comments](http://www.portauthority.org/comments) or call 412.442.2000 to testify by 5 PM (EST) on Tuesday, January 25, 2022. In-person COVID requirements: Mask required.

Oral testimony will be limited to three minutes per speaker. To request special accommodations, please contact Port Authority at the Customer Service number listed below no later than 5 PM (EST) on Thursday, January 13, 2022.

All hearings will be recorded and transcribed by a court reporter and made part of Port Authority's official records.

During the public comment period and prior to the public hearing taking place on January 27, Port Authority will also host an online informational session to further discuss and answer questions concerning the pandemic-related major service changes:

**INFORMATIONAL SESSION (ONLINE ONLY)** Tuesday, January 11, 2022  
5:30 PM (EST) to 7 PM (EST)

Register to attend the virtual meeting at [www.portauthority.org/comments](http://www.portauthority.org/comments) by 5 PM on Monday, January 10, 2022. To request special accommodations, please contact Customer Service at the number below no later than 5 PM (EST) on Tuesday, December 28, 2021.

If time permits, questions will be taken live at the end of the informational session.

For more information, call Customer Service at 412.442.2000 (TTY 412.231.7007) or visit [www.portauthority.org/comments](http://www.portauthority.org/comments)

### Summary of Port Authority of Allegheny County Pandemic-Related Major Service Changes

Major Service Change Type	Transit Routes Affected
Addition of all service day trips	1, 12
Addition of weekday trips	59, RED
Route extension	P58
Reduction of weekday trips	38, 58, 65, 13L, G2, G3, G31, 01, 012, P12, P13, P7, P16, Y1, Y45

PortAuthority.org

MAYOR ED GAINEY

Hiding  
physical or  
emotional  
bruises?

WE  
BELIEVE  
YOU.



Women's Center & Shelter  
of Greater Pittsburgh

Hotline  
412-687-8005 (24/7)

Text  
412-744-8445 (9am - 5pm)

Online Chat  
[WCSbelieves.org](http://WCSbelieves.org) (9am - 5pm)

# Exhibit E: Facebook Advertisements

Ad preview



Ad preview Share

1 of 1 ad

Desktop News Feed

2 of 2



Port Authority

Sponsored ·

We will be holding a public hearing on the November 2020 pandemic service changes on January 27. Prior to the public hearing, we will also host a virtual informational session on Tuesday, January 11, 2022 from 5:30 to 7 p.m. to answer questions you may have.

Register to participate or listen only at [PortAuthority.org/Comments](https://PortAuthority.org/Comments)



TUE, JAN 11

**Pandemic Service Changes: Informational Session**

☆ Interested

115 people interested · 24 people going

OK



Port Authority

Sponsored (demo) · 🌐



Port Authority will be holding a virtual public hearing on Thursday, January 27, 2022 from 3-6:30pm on the service changes that were implemented in November 2020 as a result of the pandemic. Visit [PortAuthority.org/Comments](https://PortAuthority.org/Comments) to register to provide your comments at the public hearing, or to sign-up to listen only.

If you are unable to attend, visit [PortAuthority.org/Comments](https://PortAuthority.org/Comments) to learn more about how to submit your comments online, via phone, or through U.S. mail.



THU, JAN 27 AT 3 PM

**Pandemic Service Changes: Virtual Public Hearing**

☆ Interested

126 people interested · 18 people going

# Exhibit F: Brochure

# Public Hearing & Comment Period for Pandemic-Related Major Service Changes

PortAuthority.org

## Public Hearing & Comment Period for Pandemic-Related Major Service Changes

In November 2020, Port Authority implemented 30 major service changes in response to the sharp decline and shift in ridership patterns resulting from the still-ongoing global pandemic, and to provide more robust weekend service. A major change is one that affects more than 30 percent of a route's weekly trips, directional miles or service hours.

The Authority's Board approved 10 of the changes -- the weekend service additions -- in July 2020. The remaining 20 changes -- five of which were additions to service and 15 of which were reductions in service -- were intended to temporarily rebalance service from underused commuter routes toward local routes that were experiencing pass-ups due to capacity restrictions.

Although Port Authority still considers these changes to be temporary, because the pandemic has lasted longer than 12 months, the agency is required by the Federal Transit Administration to conduct a formal Title VI analysis and hold a public hearing.

Accordingly, Port Authority is conducting a public hearing and comment period for the purpose of receiving public comment regarding Port Authority's pandemic-related major service changes.

**PUBLIC COMMENT PERIOD** Begins 9AM EST on Wednesday, December 1, 2021 and ends at 5PM on Tuesday, February 1, 2022.

Public comments will be accepted via the following methods:

1. Written comment online at <https://www.portauthority.org/comments>.
2. Written comment sent by U.S. mail or hand delivery to:  
Port Authority of Allegheny County  
Attn: Service Change Comments  
Rene 57 Center, 345 Sixth Avenue, Third Floor  
Pittsburgh PA 15222; or
3. Oral comment by calling or by calling 412-566-5335 and leaving a message on a recorded line.

In addition to receiving public comment online, via U.S. mail or hand delivery and by calling and leaving comments on a recorded line, Port Authority will also hold a public hearing to receive oral public comment on the pandemic-related major service changes.

**PUBLIC HEARING (IN PERSON AND ONLINE)** Thursday, January 27, 2022

3 PM to 6:30 PM EST -- oral comment to be received both in person and online

Physical Location: Port Authority of Allegheny County  
Neal Holmes Board Room  
345 Sixth Avenue, Fifth Floor  
Pittsburgh, PA 15222.

Online Hearing Link: To be provided upon completion of registration to provide oral public comment

Register: Online at <https://www.portauthority.org/comments> or call 412.442.2000 to testify by 5 PM EST on Tuesday, January 25, 2022.

In person COVID Requirements: Mask required

Oral testimony will be limited to three minutes per speaker. To request special accommodations, please contact Port Authority at the Customer Service number listed below no later than 5 p.m. EST on Thursday, January 13, 2022.

All hearings will be recorded and transcribed by a court reporter and made part of Port Authority's official records.

During the public comment period and prior to the public hearing taking place on January 27, Port Authority will also host an online informational session to further discuss and answer questions concerning the pandemic-related major service changes.

**INFORMATIONAL SESSION (ONLINE ONLY)** Tuesday, January 11, 2022

5:30 PM EST to 7 PM EST

Register to attend the virtual meeting at <https://www.portauthority.org/comments> by 5 PM on Monday, January 10, 2022.

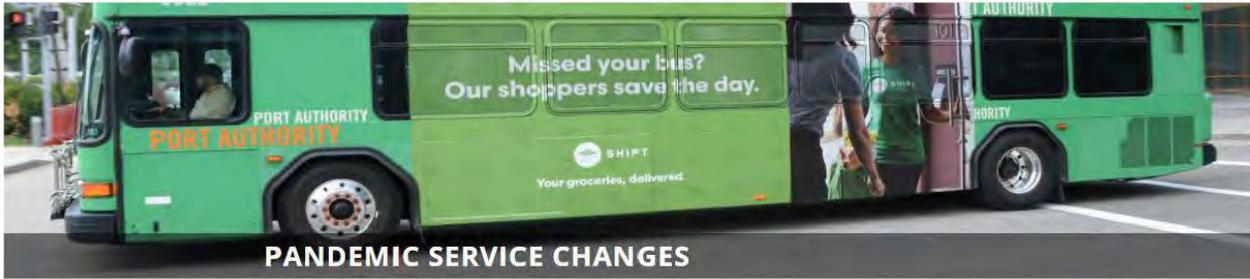
To request special accommodations, please contact Customer Service at the number below no later than 5 PM EST on Monday, December 28, 2021. If time permits, questions will be taken live at the end of the informational session.

For more information, call Customer Service at 412.442.2000 (TTY 412.231.7007) or visit <https://www.portauthority.org/comments>.

## Major Service Changes and Findings by Route

Route	Type of Major Service Change	Change Category	Title VI Results
Route 1	Additional trips added to all service days	Addition of weekly trips	No impacts
Route 12	Additional trips added to all service days	Addition of weekly trips	No impacts
Route 38	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route 58	Reduction of weekday Service	Reduction of weekly trips	Disproportionate burden
Route 59	Addition of weekday Service	Addition of weekly trips	Both disparate impact and disproportionate burden, but positive change
Route 65	Reduction of weekday Service	Reduction of weekly trips	Disproportionate burden
Route 19L	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route 62	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route 63	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route 63H	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route 01	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route 012	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route P12	Reduction of weekday Service	Reduction of weekly trips	Disparate impact
Route P13	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route P68	Extension of route on all service days	Extension of route	Disparate impact, but positive change
Route P7	Reduction of weekday Service	Reduction of weekly trips	Both disparate impact and disproportionate burden
Route P76	Reduction of weekday Service	Reduction of weekly trips	Disparate impact
Route Y1	Reduction of weekday Service	Reduction of weekly trips	No impacts
Route Y45	Reduction of weekday Service	Reduction of weekly trips	No impacts
RED Line	Addition of weekday Service	Addition of weekly trips	No impacts

# Exhibit G: Website Content



Home > PandemicServiceInput

Port Authority implemented 20 temporary major service changes in November of 2020 in response to the sharp decline and shift in ridership patterns resulting from the still-ongoing global pandemic. Although the Authority still considers these changes to be temporary, because they have lasted more than 12 months, Port Authority is required by the Federal Transportation Administration to hold a public comment period and conduct a Title VI analysis.

A summary of the changes can be found in the Title VI Service Analysis below.

Title VI Service Analysis (3.2MB)

The public comment period on these changes will begin at 9 a.m. on Wednesday, December 1, 2021 and end at 5 p.m. on Tuesday, February 1, 2022.

A virtual public hearing was held on Thursday, January 27, 2022, from 3 to 6:30 p.m. All hearings were recorded and transcribed by a court reporter and made part of Port Authority's official records.

If you were unable to attend the public hearing, you can also provide comment by calling 412-566-5335 and leaving a message on a recorded line, or sending your comments via U.S. Mail or hand delivery to:

Port Authority of Allegheny County  
 Attn: Service Change Comments  
 Heinz 57 Center  
 345 Sixth Avenue, Third Floor  
 Pittsburgh, PA 15222

You're also welcome to submit your comments on the changes below.

Port Authority also held a Q&A and information session on Tuesday, January 11, 2022. If you were unable to attend this meeting, you can view the [slideshow here](#).

Major Service Change Type	Transit Routes Effected
Addition of all service day trips	1, 12
Addition of weekday trips	59, RED
Route extension	P62
Reduction of weekday trips	38, 58, 65, 19L, G2, G3, G31, O1, O12, P12, P13, P7, F76, Y1, Y45

The public comment period extends from December 1, 2021 to February 1, 2022.

First Name

Last Name

Zip code

Please provide your comment

**Appendix S – List of Title VI Complaints Submitted to the Authority Between January 1, 2019 and December 31, 2021**

Complaint Number	Date	Status	Complaint Type
19011	1/12/2019	Closed	Race
19183	1/15/2019	Closed	Race
19448	1/20/2019	Closed	Race
19535	1/22/2019	Closed	Race
19631	1/23/2019	Closed	Race
19803	1/26/2019	Closed	Race
20653	2/10/2019	Closed	Race
20700	2/11/2019	Closed	Race
20702	2/11/2019	Closed	Race
21364	2/21/2019	Closed	Color
21466	2/22/2019	Closed	Race
21467	2/22/2019	Closed	Race
22443	3/12/2019	Closed	Race
24033	4/3/2019	Closed	Race
24153	4/4/2019	Closed	Race
24157	4/4/2019	Closed	Race
24298	4/4/2019	Closed	Race
24419	4/7/2019	Closed	Race
25087	4/15/2019	Closed	Race
25236	4/17/2019	Closed	Race
25243	4/17/2019	Closed	Race
25366	4/18/2019	Closed	Race
25432	4/19/2019	Closed	Race/Color
25595	4/22/2019	Closed	Race
25730	4/23/2019	Closed	Race
25986	4/26/2019	Closed	Race
26423	5/1/2019	Closed	Race
26798	5/6/2019	Closed	Race
26868	5/7/2019	Closed	Race
27519	5/15/2019	Closed	Race
27597	5/16/2019	Closed	Race
27632	5/16/2019	Closed	Race
27788	5/18/2019	Closed	Race
28387	5/28/2019	Closed	Race
28970	6/5/2019	Closed	Race
28971	6/5/2019	Closed	Race
29072	6/6/2019	Closed	Race
29161	6/7/2019	Closed	Race
30203	6/20/2019	Closed	Race
30303	6/21/2019	Closed	Race
30329	6/21/2019	Closed	Race
30545	6/25/2019	Closed	Race
30856	6/28/2019	Closed	Race
30887	6/29/2019	Closed	Race
31483	7/9/2019	Closed	Race
31704	7/11/2019	Closed	Race
32179	7/18/2019	Closed	Race
32301	7/20/2019	Closed	Race
33245	8/2/2019	Closed	Race
33247	8/2/2019	Closed	Race
33336	8/4/2019	Closed	Race
33403	8/5/2019	Closed	Race
33927	8/12/2019	Closed	Race
34509	8/20/2019	Closed	Race
35028	8/27/2019	Closed	Race
36183	9/11/2019	Closed	National Origin
36185	9/11/2019	Closed	National Origin
36713	9/17/2019	Closed	Color
36907	9/19/2019	Closed	Race
37000	9/20/2019	Closed	Race
38309	10/7/2019	Closed	Race
38397	10/8/2019	Closed	Race
38445	10/8/2019	Closed	Race
38893	10/14/2019	Closed	Race
39429	10/21/2019	Closed	Race
39473	10/22/2019	Closed	Color
39690	10/24/2019	Closed	Race
40450	11/4/2019	Closed	Race
41248	11/13/2019	Closed	Race
42120	11/25/2019	Closed	Race
42316	11/27/2019	Closed	Race
42504	12/2/2019	Closed	Race
42922	12/6/2019	Closed	Race

43441	12/12/2019	Closed	Race
43558	12/13/2019	Closed	Race
43766	12/16/2019	Closed	Race
43837	12/17/2019	Closed	Race
44053	12/19/2019	Closed	Race
44064	12/19/2019	Closed	National Origin
44334	12/23/2019	Closed	Race
44989	1/6/2020	Closed	National Origin
45391	1/11/2020	Closed	Race
45423	1/11/2020	Closed	Race
46245	1/24/2020	Closed	National Origin
46249	1/24/2020	Closed	Race
46402	1/28/2020	Closed	Race
46422	1/28/2020	Closed	Race
46477	1/29/2020	Closed	Race
46842	2/3/2020	Closed	Race
46942	2/4/2020	Closed	Race
47142	2/7/2020	Closed	Race
47155	2/7/2020	Closed	Race
47205	2/7/2020	Closed	Race
50172	3/19/2020	Closed	National Origin
50326	3/20/2020	Closed	Race
50423	3/23/2020	Closed	Race
50492	3/23/2020	Closed	Race
50846	3/27/2020	Closed	Race
51921	4/24/2020	Closed	Race
52122	5/1/2020	Closed	Race/National Origin
52494	5/13/2020	Closed	Race
52772	5/21/2020	Closed	Race
52897	5/25/2020	Closed	Race
53011	5/28/2020	Closed	Race
53036	5/29/2020	Closed	Race
53050	5/29/2020	Closed	Race
53156	6/1/2020	Closed	Race
53545	6/9/2020	Closed	Race
53707	6/12/2020	Closed	Race
53979	6/18/2020	Closed	Race
53992	6/18/2020	Closed	Race
54125	6/21/2020	Closed	Race
54252	6/23/2020	Closed	Race/Color

54363	6/25/2020	Closed	Rae
54418	6/26/2020	Closed	Race
54712	7/1/2020	Closed	Race
54932	7/3/2020	Closed	Race
54953	7/4/2020	Closed	Race
55114	7/8/2020	Closed	Race
55303	7/11/2020	Closed	Race
55732	7/19/2020	Closed	Race
56083	7/24/2020	Closed	Race
56086	7/24/2020	Closed	Race
56439	8/2/2020	Closed	Race
56604	8/5/2020	Closed	Race
56913	8/12/2020	Closed	Race
57335	8/21/2020	Closed	Race
57353	8/21/2020	Closed	Race
57658	8/28/2020	Closed	Race
57666	8/28/2020	Closed	Race
57671	8/28/2020	Closed	Race
57828	9/1/2020	Closed	Race
57917	9/3/2020	Closed	Race
58044	9/6/2020	Closed	Race
58045	9/6/2020	Closed	Race
58332	9/14/2020	Closed	Race
58719	9/22/2020	Closed	Race
58818	9/24/2020	Closed	Race
58841	9/24/2020	Closed	Race
59786	10/19/2020	Closed	Race
59811	10/20/2020	Closed	Race
59920	10/22/2020	Closed	Race
59962	10/23/2020	Closed	Race
59978	10/23/2020	Closed	Race
60022	10/25/2020	Closed	Race
60370	11/2/2020	Closed	Race
60389	11/3/2020	Closed	Race
61068	11/19/2020	Closed	Race
61083	11/19/2020	Closed	Race
61547	12/2/2020	Closed	Race
62134	12/17/2020	Closed	Color
62257	12/21/2020	Closed	Race
62834	1/7/2021	Closed	Race
63155	1/18/2021	Closed	Race
63267	1/22/2021	Closed	Race
63327	1/25/2021	Closed	Race

63368	1/26/2021	Closed	Race
63855	2/10/2021	Closed	Race
64367	2/27/2021	Closed	Race
64610	3/7/2021	Closed	Race
64798	3/13/2021	Closed	Race
65177	3/24/2021	Closed	Race/Color
65255	3/25/2021	Closed	Race
65402	3/29/2021	Closed	Race
65642	4/5/2021	Closed	Race
65655	4/5/2021	Closed	Race
65810	4/8/2021	Closed	Race
66306	4/19/2021	Closed	Race
66445	4/22/2021	Closed	Race
66628	4/27/2021	Closed	Race
66726	4/29/2021	Closed	Race
66865	5/3/2021	Closed	Race
67105	5/7/2021	Closed	National Origin
67473	5/17/2021	Closed	Race
67603	5/20/2021	Closed	Race
67949	5/26/2021	Closed	Race
68642	6/16/2021	Closed	Race
69032	6/25/2021	Closed	Race
69677	7/10/2021	Closed	Race
69793	7/13/2021	Closed	Race
70413	7/25/2021	Closed	Race
70480	7/26/2021	Closed	Race
70538	7/27/2021	Closed	Race
71938	8/23/2021	Closed	Race
72239	8/27/2021	Closed	National Origin
72415	8/31/2021	Closed	Race
72577	9/3/2021	Closed	Color
73978	9/29/2021	Closed	Race
74046	9/30/2021	Closed	Race
74505	10/8/2021	Closed	Race
74711	10/13/2021	Closed	National Origin
74963	10/18/2021	Closed	Race/National Origin
75047	10/20/2021	Closed	Race
75686	11/2/2021	Closed	Race
75974	11/8/2021	Closed	Race
76195	11/12/2021	Closed	Race

76918	12/1/2021	Closed	Race
77245	12/8/2021	Closed	Color
77256	12/8/2021	Closed	Race
78041	12/26/2021	Closed	Race
78073	12/27/2021	Closed	Race
78143	12/29/2021	Closed	Race
NWEB140941	7/26/2019	Closed	Race
NWEB141210	8/3/2019	Closed	Race
NWEB141211	8/3/2019	Closed	Race
NWEB141259	8/6/2019	Closed	Race
NWEB141393	8/8/2019	Closed	Race
NWEB141876	8/16/2019	Closed	Race
NWEB142112	8/21/2019	Closed	National Origin
NWEB142308	8/27/2019	Closed	Race
NWEB142464	8/28/2019	Closed	Race
NWEB142898	8/30/2019	Closed	National Origin
NWEB143003	8/30/2019	Closed	National Origin
NWEB143897	9/6/2019	Closed	National Origin
NWEB145016	9/22/2019	Closed	National Origin
NWEB145017	9/22/2019	Closed	National Origin
NWEB164088	10/15/2019	Closed	Race
NWEB165614	11/7/2019	Closed	National Origin
NWEB165989	11/14/2019	Closed	Race
NWEB166690	11/23/2019	Closed	Race
NWEB168550	12/23/2019	Closed	National Origin
NWEB169532	1/8/2020	Closed	Race
NWEB170588	1/19/2020	Closed	Race
NWEB171292	1/27/2020	Closed	Race
NWEB172366	2/13/2020	Closed	Race
NWEB172526	2/15/2020	Closed	Race/National Origin
NWEB173130	2/27/2020	Closed	Race
NWEB173395	3/6/2020	Closed	Race
NWEB173458	3/9/2020	Closed	National Origin
NWEB186512	4/11/2020	Closed	Race
NWEB188859	6/22/2020	Closed	Race
NWEB190386	7/24/2020	Closed	Race
NWEB190457	7/27/2020	Closed	Race

<b>NWEB190458</b>	7/27/2020	Closed	Race
<b>NWEB190723</b>	8/4/2020	Closed	Race
<b>NWEB190966</b>	8/13/2020	Closed	Race
<b>NWEB195581</b>	8/23/2020	Closed	Race/National Origin
<b>NWEB200421</b>	9/4/2020	Closed	Race
<b>NWEB200554</b>	9/10/2020	Closed	Race
<b>NWEB201891</b>	10/29/2020	Closed	Race
<b>NWEB202046</b>	11/2/2020	Closed	Race
<b>NWEB203507</b>	12/4/2020	Closed	Race
<b>NWEB204646</b>	1/7/2021	Closed	Race
<b>NWEB204884</b>	1/13/2021	Closed	Race
<b>NWEB206252</b>	2/7/2021	Closed	Race
<b>NWEB206607</b>	2/23/2021	Closed	Race
<b>NWEB208431</b>	3/30/2021	Closed	Color
<b>NWEB208627</b>	4/1/2021	Closed	Race
<b>NWEB208743</b>	4/5/2021	Closed	Race
<b>NWEB208784</b>	4/6/2021	Closed	Race/National Origin
<b>NWEB209135</b>	4/13/2021	Closed	Color
<b>NWEB215074</b>	5/10/2021	Closed	Race
<b>NWEB215995</b>	6/9/2021	Closed	Race
<b>NWEB222109</b>	7/6/2021	Closed	Race
<b>NWEB227924</b>	7/25/2021	Closed	Race
<b>NWEB228591</b>	8/12/2021	Closed	Race

<b>NWEB228592</b>	8/12/2021	Closed	Race
<b>NWEB229651</b>	9/3/2021	Closed	Race
<b>NWEB230402</b>	9/20/2021	Closed	Race/National Origin
<b>NWEB231212</b>	9/28/2021	Closed	Race
<b>NWEB231545</b>	10/5/2021	Closed	Race
<b>NWEB232639</b>	10/25/2021	Closed	Race
<b>NWEB232645</b>	10/25/2021	Closed	Race
<b>NWEB232906</b>	10/29/2021	Closed	Race
<b>NWEB232938</b>	10/31/2021	Closed	Race
<b>NWEB234921</b>	11/20/2021	Closed	Race/Color
<b>NWEB236048</b>	12/14/2021	Closed	Race
<b>NWEB236228</b>	12/19/2021	Closed	Race
<b>NWEB236271</b>	12/20/2021	Closed	Race
<b>NWEB89318</b>	4/26/2019	Closed	Race
<b>NWEB89512</b>	4/30/2019	Closed	Race
<b>NWEB90285</b>	5/14/2019	Closed	Race
<b>NWEB90394</b>	5/17/2019	Closed	Race
<b>NWEB90512</b>	5/22/2019	Closed	Color
<b>NWEB91045</b>	5/31/2019	Closed	Race
<b>WEB77801</b>	1/4/2019	Closed	Race
<b>WEB77886</b>	1/12/2019	Closed	Race
<b>WEB78335</b>	2/28/2019	Closed	Race
<b>WEB78342</b>	3/1/2019	Closed	Race
<b>WEB78423</b>	3/8/2019	Closed	Race