Pandemic Service Changes

Question and Answer Session

for the January 27th Public Hearing

January 12, 2022

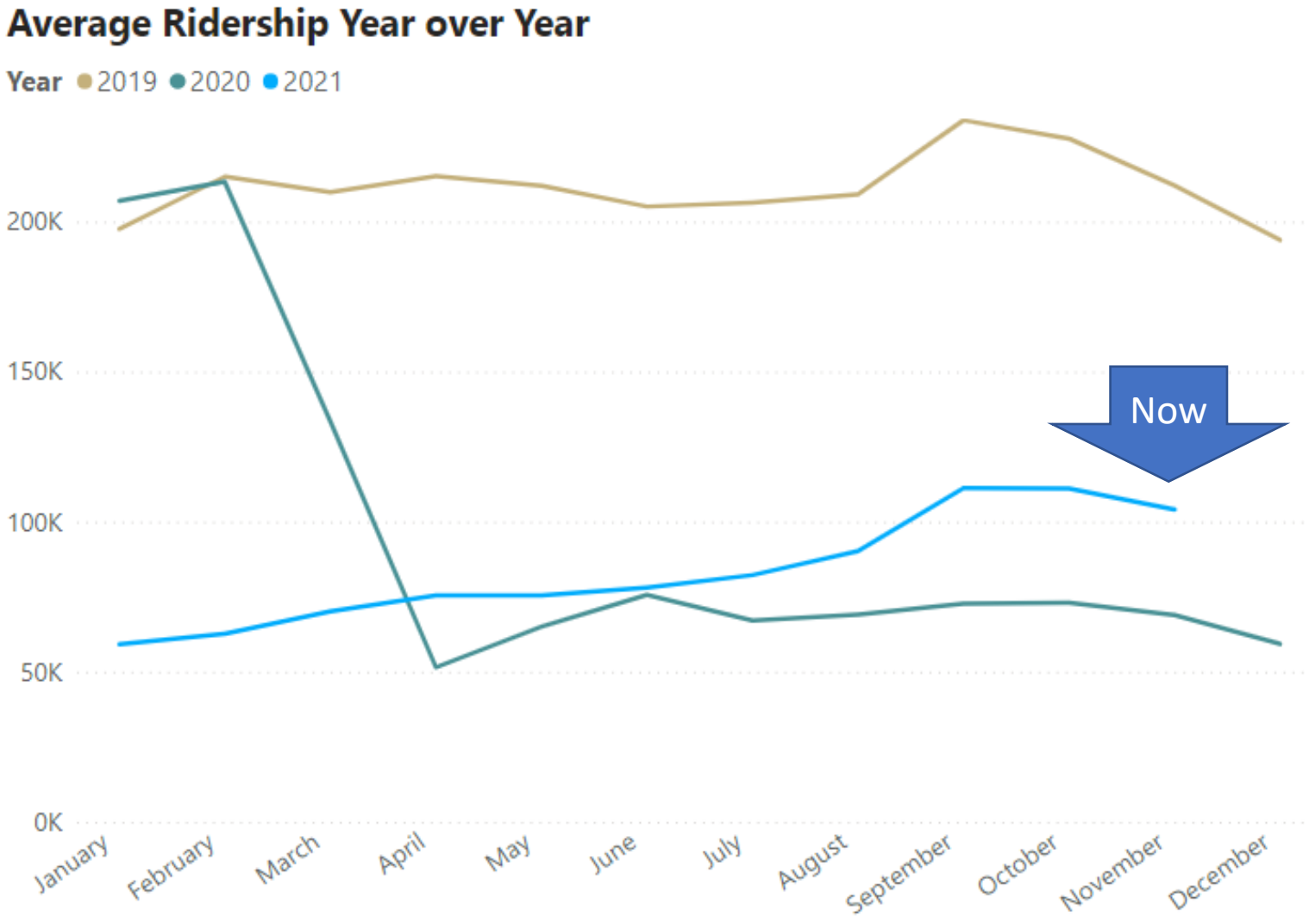
Housekeeping Items

- For participants who wish to use live captions, this feature is enabled for this meeting. To use live captions, go to your meeting controls and select: More options > Turn on live captions.
- For participants who wish to use the ASL Interpreter service, click on the list of meeting participants, and choose an Interpreter(s) by name/number (we will place their names in the chat box), under the options choose PIN. This will PIN the Interpreter to your screen along with any presentation that is being shared.
- Participants are asked to remain muted throughout the presentation. Callers may use *6 on your keypad to mute/unmute. The meeting moderator may mute participants throughout the meeting as necessary to reduce feedback.
- Participants are asked to use the raise your hand feature to ask a question. You are encouraged to type your question or comment into the chat bar. Chat bar comments will be addressed when we open the meeting up for questions.
- Participants who wish to speak are asked to clearly state their name prior to asking a question or providing a comment.
- This meeting is not being recorded.
- Today's presentation will be available on Port Authority's website after the meeting at https://www.portauthority.org/services/pandemicserviceinput/

Timeline of CY2020 Service Changes

- March 2020 – Normal service (100%)
- April 2020 – Reduced many local and commuter routes by 25%
- June 2020 – Restored most locals and rapids to 100%
- September 2020 – Returned to 100% of normal service on most routes.
  - This proved unsustainable due to operator shortages, leading to high out of service
- November 2020 – (95% of normal service levels system-wide)
  - Major reductions on 15 routes:
    - 19L, 38, 58, 65, G2, G3, G31, O1, O12, P12, P13, P7, P76, Y1, Y45
  - Major additions on 5 routes:
    - 1, 12, 59, P68, RED (in conjunction with a decrease on BLUE)

System Ridership: Jan 2020 – Nov 2021



Key Takeaways for Weekday Ridership

- Ridership dropped to its lowest level in April 2020 to 24% of pre-pandemic levels (down 76%)
- In 2021 ridership continues to slowly climb
- Currently ridership is at only of

49% of pre-pandemic levels (down 51%)

Why are we now having this hearing?

- Changes were originally made during an emergency and **anticipated to be temporary**, meaning that a public hearing and Title VI Analysis would not be needed
- In early 2021, plans were made to return service to these routes as soon as the pandemic started to lift with vaccinations becoming available
- However, the Delta variant's impact on ridership halted these plans in summer 2021.
  - Ridership on the 15 routes with major decreases is still only 22% of pre-pandemic levels (down 78%)
  - Service on this group of routes is at 60% of pre-pandemic levels (down 40%)
- The Federal Transportation Administration requires our Title VI Policy to be adhered to for any changes lasting longer than 12 months

Title VI Impacts

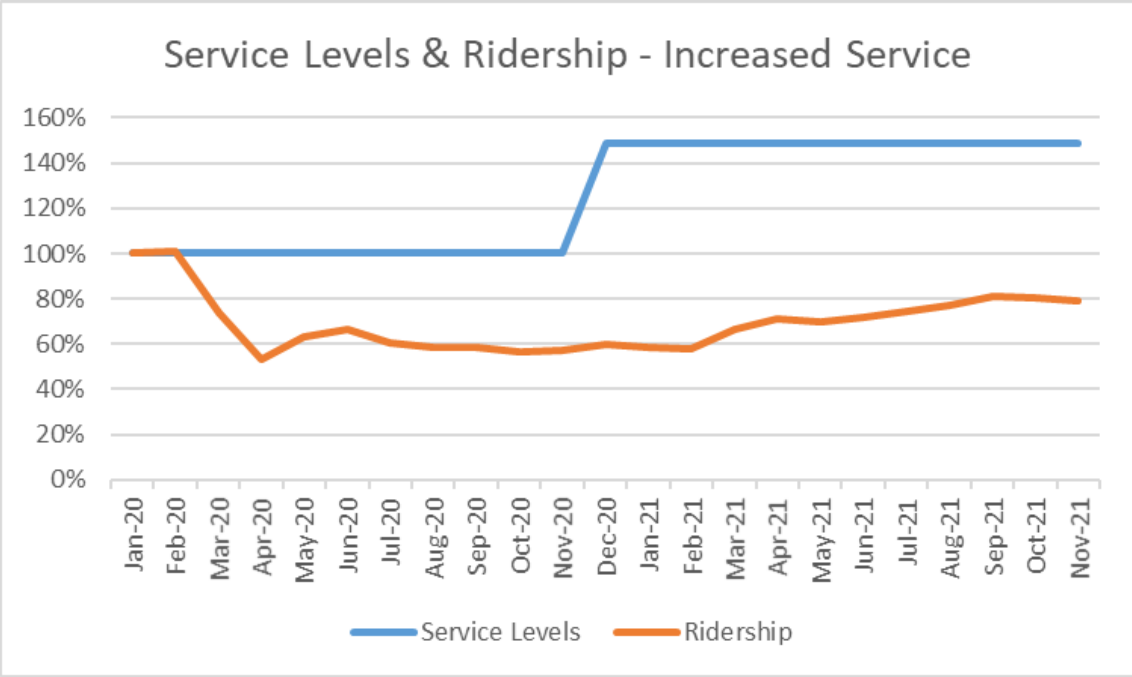
Route	Service cut	Race and Ethnicity	Income
Route 38	-31%	No impacts	No impacts
Route 58	-31%	No impacts	**Disproportionate burden**
Route 65	-38%	No impacts	**Disproportionate burden**
Route 19L	-39%	No impacts	No impacts
Route G2	-31%	No impacts	No impacts
Route G3	-55%	No impacts	No impacts
Route G31	-35%	No impacts	No impacts
Route O1	-71%	No impacts	No impacts
Route O12	-58%	No impacts	No impacts
Route P12	-44%	**Disparate impact**	No impacts
Route P13	-58%	No impacts	No impacts
Route P7	-38%	**Disparate impact**	**Disproportionate burden**
Route P76	-37%	**Disparate impact**	No impacts
Route Y1	-53%	No impacts	No impacts
Route Y45	-34%	No impacts	No impacts

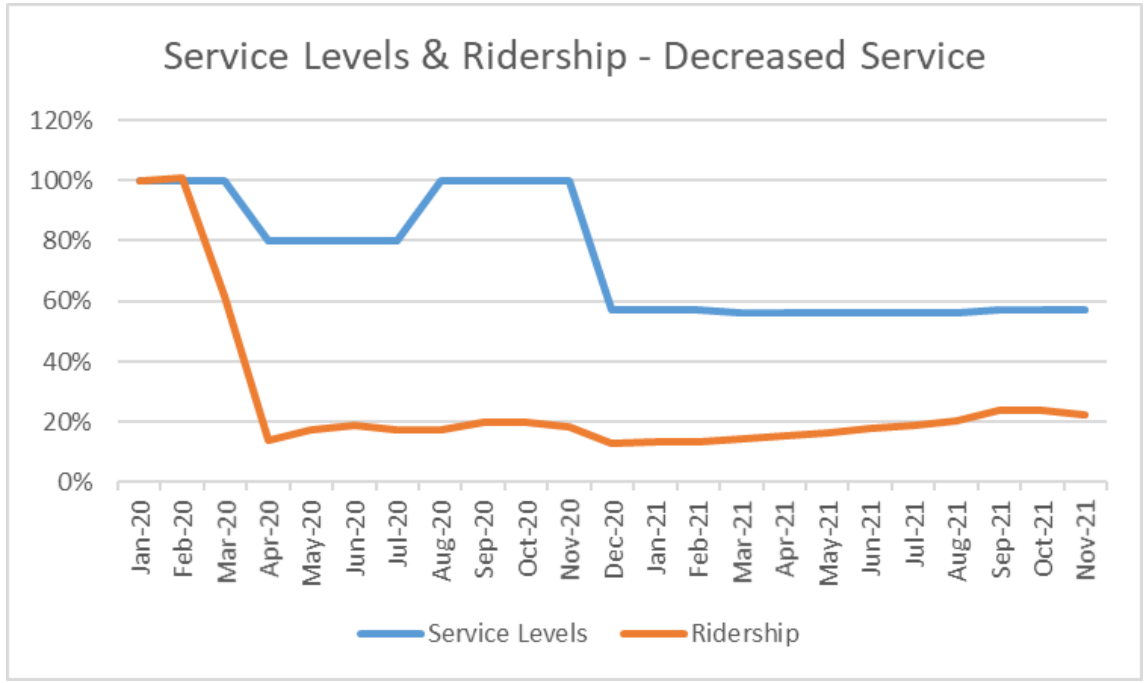
Five routes showed the potential for an adverse impact due to service reductions:

- **58 Greenfield**
- **65 Squirrel Hill**
- **P12 Holiday Park Flyer**
- **P7 McKeesport Flyer**
- **P76 Lincoln Highway Flyer**

A **disparate impact** is an impact that may adversely affect minority race and ethnicity communities and a **disproportionate burden** is an impact that may adversely affect low-income communities.

What does service and ridership look like on changed routes?





The 4 bus routes with increased service saw ridership drop to about **60%** of pre-pandemic ridership through Spring 2020, **are now at 78% of pre-pandemic ridership**

The 15 bus routes with decreased service saw ridership drop to about **20%** of pre-pandemic ridership through Spring 2020, **are now at 22% of pre-pandemic ridership**

What else impacts our current service levels?

- Our ability to put out 100% of service with Operator and Maintenance staffing shortages
  - Down about 100 Operator (Bus Driver) positions as of January 7, 2022
  - Averaging 2% of trips out of service (fall 2021)
    - Pre-pandemic, this average was well under 1%
- Commuters are not returning to the office full time
  - It is unlikely that we will get back to 100% of our pre-pandemic ridership in the short term, especially with commuter-oriented trips

What we want to hear at the public hearing on January 27, 2022

- Thoughts on the 15 routes that currently have major reductions in service and how we might begin to incrementally add service as ridership increases
- Thoughts on the routes with service increases and how those increases have impacted communities with essential workers during the pandemic

We hear you

- We will use input from this public hearing period, along with continuing to look at ridership data, to help drive our service changes for the June 2022 schedule updates and beyond
- **Thank you for your interest and your questions!**