

**Katharine Kelleman
CEO, Port Authority of Allegheny County**

Act 89 of 2013: The Benefits and Need for Transportation Funding

Pennsylvania Senate Transportation Committee

July 17, 2018

Good morning, Chairman Rafferty and Committee members.

My name is Katharine Kelleman, and I am the CEO of Port Authority of Allegheny County.

Thank you for giving me the opportunity to speak to you today.

.....

This is my first year as the Port Authority CEO and it's certainly an exciting time for our organization and those it serves. I'd like to highlight some of the current activities that are guiding us forward.

The Port Authority board recently approved my first operating and capital budgets, which will help us through an initial year of transition.

We also have developed a tactical plan to work hand-in-hand with our budgets and identify our key organizational goals.

To deliver what riders, businesses and communities here want, we have to invest in public transit.

This means setting goals like improving the quality of service we provide and to give staff the resources and opportunities to achieve those goals.

So what are our goals?

First and foremost, we have to commit to improving the public transit experience for our existing customers.

We'll do this by getting rider feedback through a Voice of the Customer campaign; focusing on improving our on-time performance; ensuring that our vehicles are ready for service each and every morning; and by

developing a facilities and maintenance plan so customers are waiting for their bus at clean and well-maintained stations.

We'll develop an employee engagement program to make sure our employees are not only compensated competitively, but well-informed and appreciated.

We'll develop a financial sustainability plan to review and evaluate fare policies and revenue streams.

We'll develop an agency-wide safety program and establish a strategic plan for Information Technology.

Finally, we'll develop a strategic communications and marketing plan, rebrand Port Authority, introduce new tools that will make riding easier and broaden our community relations program.

Our goals are relatively simple, at least to start. But they will lay the groundwork for future improvements in reliability and service moving forward.

I'll now shift to discuss Act 89 and transportation funding.

As a relatively new CEO, I'm taking the helm during a time of financial stability at Port Authority – and that's directly the result of Act 89.

And for that, the Authority, its riders and this community are grateful.

Port Authority continues to make financially-sound decisions annually to ensure the benefits of Act 89 continue.

We also must look forward and have collaborative conversations now about transportation funding so that we can sustain and grow.

Toward that end, we are participating in a mobility study with the Pennsylvania Turnpike Commission that will help establish a vision and plan to maintain a strong transportation network with transit as the backbone.

Transit supports our thriving regional economy and adds new jobs, attracts new businesses and brings more talent to the region.

I'm excited about our future and the possibilities for transit in this region.

I'm happy to answer any questions you may have at this time. Thank you for asking Port Authority to participate in today's hearing.