



Pittsburgh Regional Transit

Annual Service Report

Fiscal Year 2025

CONNECT WITH US!

We're here to help make your trip easier. PRT customer service representatives are available from 6 a.m. to 7 p.m. on weekdays and from 8 a.m. to 4.30 p.m. on weekends and holidays.



ridePRT.org



412.442.2000 or 412.231.7007 (TTY)



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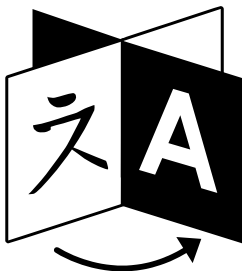


Text PRT (space) and your stop number to 41411 for real-time bus information.



ACCESS Paratransit: 412.562.5353 or 711 (TTY)

DISCRIMINATION POLICY: 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 under any program or activity receiving Federal financial assistance.



Translation?

¿Traducción? 需要翻譯?

ترجمة Traduzione? अनुवाद

Customer Service 412.442.2000

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ACKNOWLEDGEMENTS

Pittsburgh Regional Transit

Port Authority of Allegheny County (PAAC) d/b/a Pittsburgh Regional Transit (PRT) provides public transportation throughout Pittsburgh and Allegheny County. PRT's 2,600 employees operate, maintain and support bus, light rail, incline and paratransit services for approximately 120,000 daily riders.

PRT is governed by an 11-member board – unpaid volunteers who are appointed by the Allegheny County Executive, leaders from both parties in the Pennsylvania House of Representatives and Senate, and the Governor of Pennsylvania. The Board and its committees hold regularly scheduled public meetings. PRT's budget is funded by fare and advertising revenue, along with money from county, state, and federal sources. PRT's finances and operations are audited on a regular basis, both internally and by external agencies. PRT began serving the community in March 1964.

Photography Sources

Photos throughout this document were taken by PRT staff, Jereme Guidas.

Title VI Discrimination Policy

PRT hereby gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964. Port Authority is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. No person or group of persons shall be discriminated against with regard to the routing, scheduling or quality of transportation service furnished by PRT on the basis of race, color or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes and location of routes may not be determined on the basis of race, color or national origin.

Published November 2025

This document was drafted by the Department of Planning and Service Development.





Riders alighting from a train at North Side Station.

LETTER FROM THE CEO

To our riders, partners, and community across the Pittsburgh region,

The past year has been one of both challenges and progress for Pittsburgh Regional Transit. It has tested our resolve and reaffirmed the essential role public transit plays in keeping Allegheny County moving – connecting people to jobs, schools, healthcare, and opportunity.

Despite months of discussion in Harrisburg, a long-term state funding solution remains unresolved. However, we received approval from PennDOT to use our capital funding to balance our budget - a measure that allows us to protect our riders from devastating service cuts for the next two fiscal years. Still, sustainable, dedicated operating and capital support is essential to protect the service we provide today and to maintain and expand it for the future. Securing that long-term funding solution will remain our top priority as we work alongside state leaders, community partners, and riders.

Even amid this uncertainty, PRT has delivered on key priorities. Our Bus Line Redesign project advanced this year, establishing the framework for a simpler, more connected network that will serve riders more efficiently once approved and implemented. And after years of nationwide workforce shortages, we have successfully recruited and trained enough operators to meet our service goals – improving reliability today and positioning us for growth when resources allow.

We also continue to rebuild from the impacts of the COVID-19 pandemic. Total average ridership remained steady year-over-year, but monthly ridership showed encouraging growth from March through June 2025 – a sign of renewed confidence in transit’s role in our region’s recovery.

We advanced major service and infrastructure improvements that will shape our system for decades to come. These include:

- Implementation of several NEXTransit Downtown routing improvements;
- Completion of Phase I of the University Line, with Phase II now underway;
- Successful completion of the Downtown Plinth project, updating critical light-rail infrastructure;
- Near completion of major upgrades in the Mt. Washington Transit Tunnel, securing a vital connection within our network.

Our work is guided by a clear, integrated vision. Every division at PRT is aligned so that each investment - whether in people, infrastructure, or service - moves us toward our core mission: delivering safe, reliable, equitable, and sustainable transit to the people of Allegheny County.

The challenges ahead are real, but so is our momentum. We have a dedicated workforce, a growing coalition of advocates, and a shared belief in the power and value of public transit. Together, we can protect and expand the service that so many in our region depend on every day.

Thank you for riding with us, for speaking up for transit, and for believing in what we can accomplish together.

Sincerely,



Katharine



Katharine Kelleman
CEO, Pittsburgh Regional Transit



Light-rail train crossing the Panhandle Bridge to Downtown Pittsburgh.

OVERVIEW

■ INTRODUCTION

Throughout Fiscal Year 2025 (FY25), Pittsburgh Regional Transit (PRT) advanced major plans and capital projects, stabilized its workforce, and improved service reliability for riders. PRT implemented a series of cost-neutral service adjustments to better align transit resources with ridership demand and continues to evaluate network performance following the October 2023 service changes that shortened four routes in Oakland. Across the agency, PRT remains committed to strengthening its workforce, enhancing transit service, and maintaining critical infrastructure to meet the needs of current and future riders.

■ FISCAL YEAR 2025 HIGHLIGHTS

Bus Operator Hiring

In FY25, PRT successfully emerged from the bus operator shortage that had challenged the agency – and transit systems nationwide – since the COVID-19 pandemic. PRT held four large hiring events, supported by extensive marketing and community outreach. In total, more than 200 new operators were recruited, trained, and onboarded across six classes. Ongoing recruitment has allowed PRT to stay ahead of attrition, directly improving its ability to deliver nearly all scheduled bus service throughout the year.

University Line

The University Line is PRT's first on-street bus rapid transit service project and is scheduled to open in 2027. It will connect Downtown Pittsburgh, Uptown, and Oakland, with service extending to the East End and beyond. In FY25, major milestones were achieved as part of Phase I (Downtown construction), including:

- Installation of dedicated bus lanes around the Downtown loop;
- Construction of five new PRTX stations (opened at the start of FY26);
- Routing changes to multiple lines, including those identified in the University Line and NEXTransit Downtown plans.

Phase II construction, which began in January 2025, will expand dedicated bus lanes, add 18 new stations, and include pedestrian and bicycle infrastructure improvements throughout the corridor.

FISCAL YEAR 2025 HIGHLIGHTS CONTINUED

NEXTransit Downtown

The NEXTransit Downtown Plan, completed in 2023, recommended streamlined transit routing to improve efficiency, enhance rider amenities, and complement the University Line. Through FY25, PRT implemented new routing for 23 bus routes, including 61A, 61B, 61C, 71B, P1, and G2, along with the installation of four modular bus platforms to provide additional space and comfort for riders at high demand stops.

Bus Line Redesign

The Bus Line Redesign is PRT's first comprehensive review of its bus network in more than a decade. Its goal is to create a more efficient and effective system that serves the needs of today's riders. In FY25, PRT released Draft Network 1.0 and conducted one of the most extensive public engagement efforts in the agency's history, including:

- Two in-person public meetings and one virtual session;
- 35 pop-up events and 18 community meetings;
- 41 meetings with elected officials and community stakeholders;
- Eight events at PRT bus garages;
- A dedicated project website with additional opportunities for feedback.

Altogether, PRT received over 12,000 comments via surveys, events, emails, calls, letters, and online submissions. Based on this input, PRT is now preparing to release Proposed Network 2.0 for another round of public engagement. The final version of the plan will be presented to the PRT Board for approval following this next review.

Crowding

The FY24 Annual Service Report set a goal for FY25 to address crowding on some of the agency's most crowded bus routes. Staff focused on matching higher-capacity buses with demand and increasing service hours when possible. A few cost-neutral service changes are scheduled to be implemented in FY26 aimed at better aligning service to meet demand.

Rail Infrastructure Renewal

PRT completed several critical maintenance and renewal projects on its light rail system, improving safety and reliability for riders. Key FY25 rail projects included:

- Final phase of the multi-year project to repair concrete plinths and replace the connecting plates that support the light-rail track in the transit tunnels beneath Downtown Pittsburgh;
- Mt. Lebanon Transit Tunnel rehabilitation, with significant track and structural improvements;
- Overhead catenary wire replacements across multiple segments of the system;
- Signal system upgrades to improve communication and operational reliability.



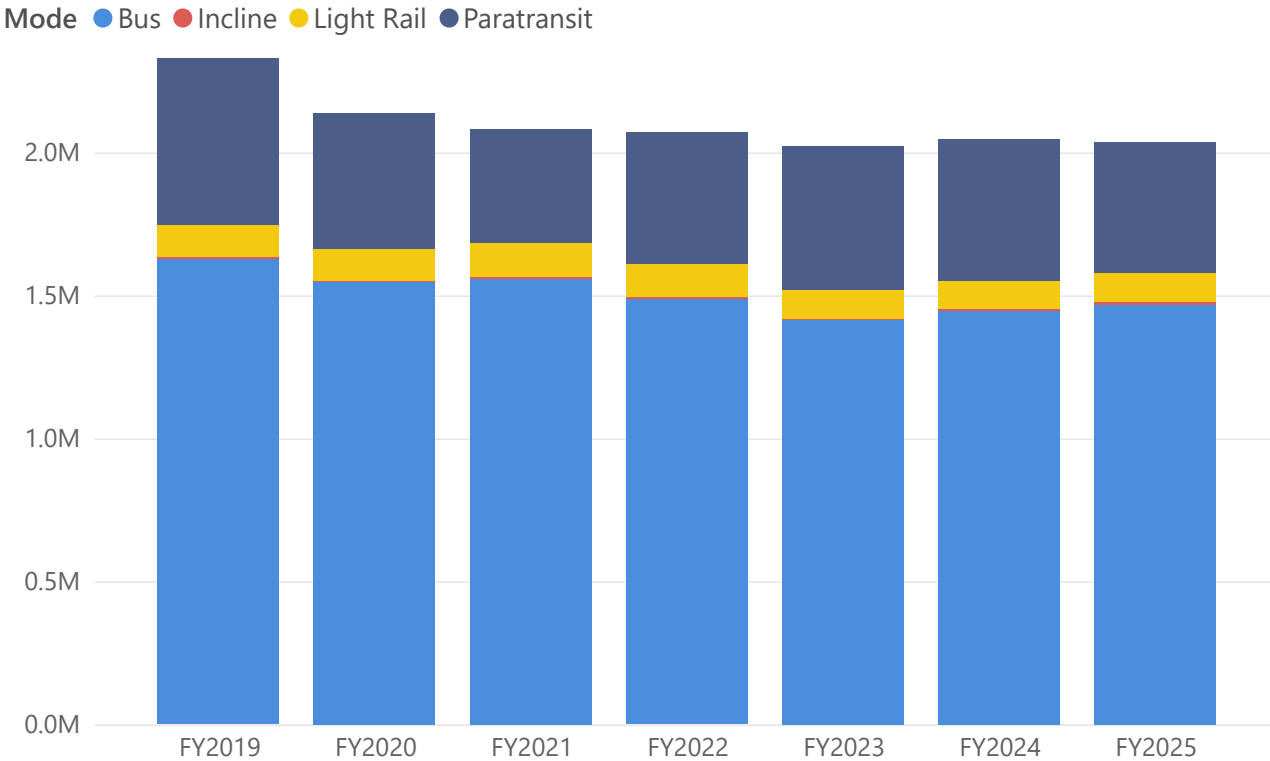
Bus Line Redesign project team facilitating a public engagement event at Schenley Plaza.

SERVICE AND RIDERSHIP

SERVICE LEVELS

PRT provided a total of 2,037,860 revenue service hours in FY25, a 0.16% decrease compared to FY24. Although service hours increased on bus (+1.5%), light-rail (+7.2%), and the Monongahela Incline (+26.2%), ACCESS paratransit service hours declined by 7.9% primarily due to ACCESS opting out of the provision of service for Heritage Community Transportation to devote more resources to traditional paratransit service, and the discontinuation of the Elder Express. For light-rail hours, PRT updated the way we account for hours by total train in FY25 rather than by number of cars, which is a minor impact.

Historical Hours of Revenue Service By Mode



Graph: Historical hours of revenue service by mode from FY19 to FY25.

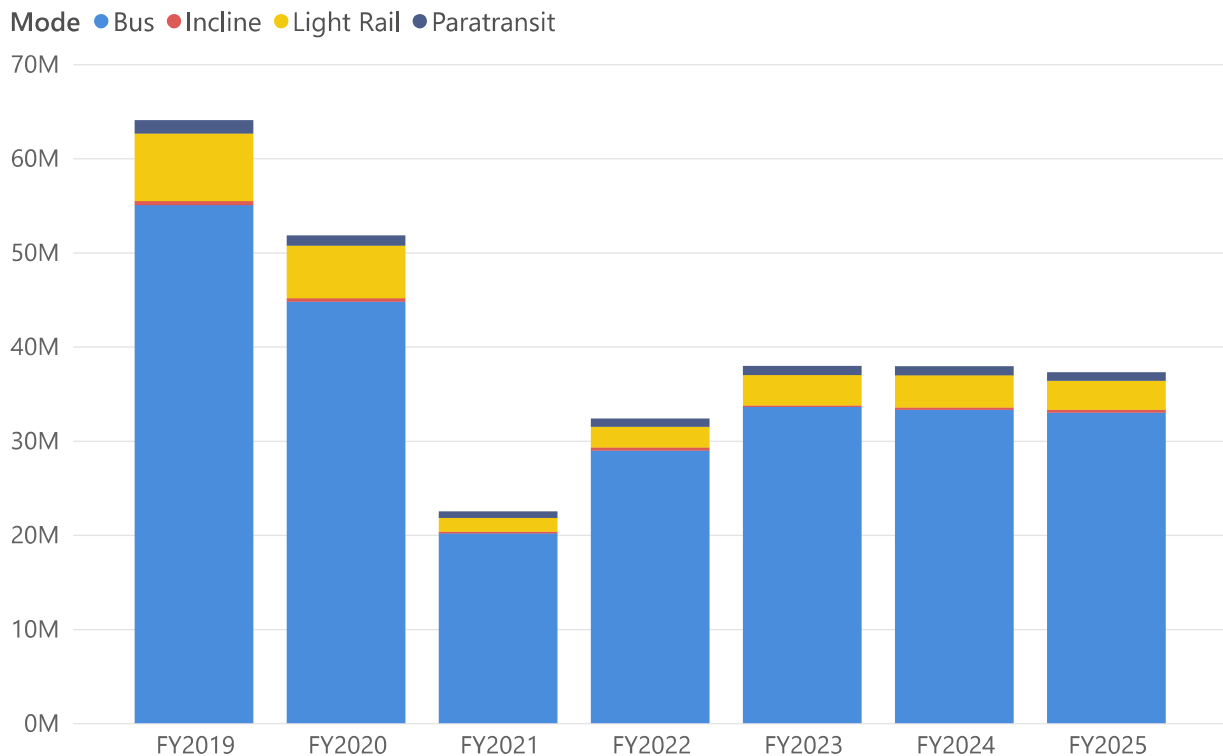
RIDERSHIP

Ridership across all modes totaled 37,243,401 in FY25, a decrease of 1.7% systemwide compared to FY24:

- Year-over-year incline ridership increased by 7.4%
- Year-over-year bus ridership declined by 0.9%
- Year-over-year light-rail ridership declined by 8.5%
- Year-over-year paratransit ridership declined by 8.3%

Incline service was more reliable in FY25 following the completion of long-term renovations. Bus ridership remained steady overall, and additional metrics later in this report provide the context for stronger service reliability and delivery. The decline in light-rail ridership is likely attributable to the service impact during the Downtown Plinth and Mt. Washington Transit Tunnel projects. The decline in paratransit ridership is primarily due to ACCESS opting out of the provision of service for Heritage Community Transportation to devote more resources to traditional paratransit service, and Elder Express ending, as noted above. For more ridership information by route, please refer to the route performance table on pages 38-41.

Historical Ridership By Mode



Graph: Historical ridership by mode from FY19 to FY25. PRT updated its automatic passenger counter (APC) software on buses in FY24, which complicates year-over-year comparisons between FY25 and prior years. Staff believe that the updated APC software provides more accurate ridership data, as it is closer in line with farebox ridership. The gap between farebox and APC ridership shrunk by about 7% from FY23 to FY24. Thus, comparisons pre-FY24 should take this into account.

Please note that PRT mistakenly reported total bus ridership in the FY24 Annual Service Report rather than total system ridership, and will publish an update.



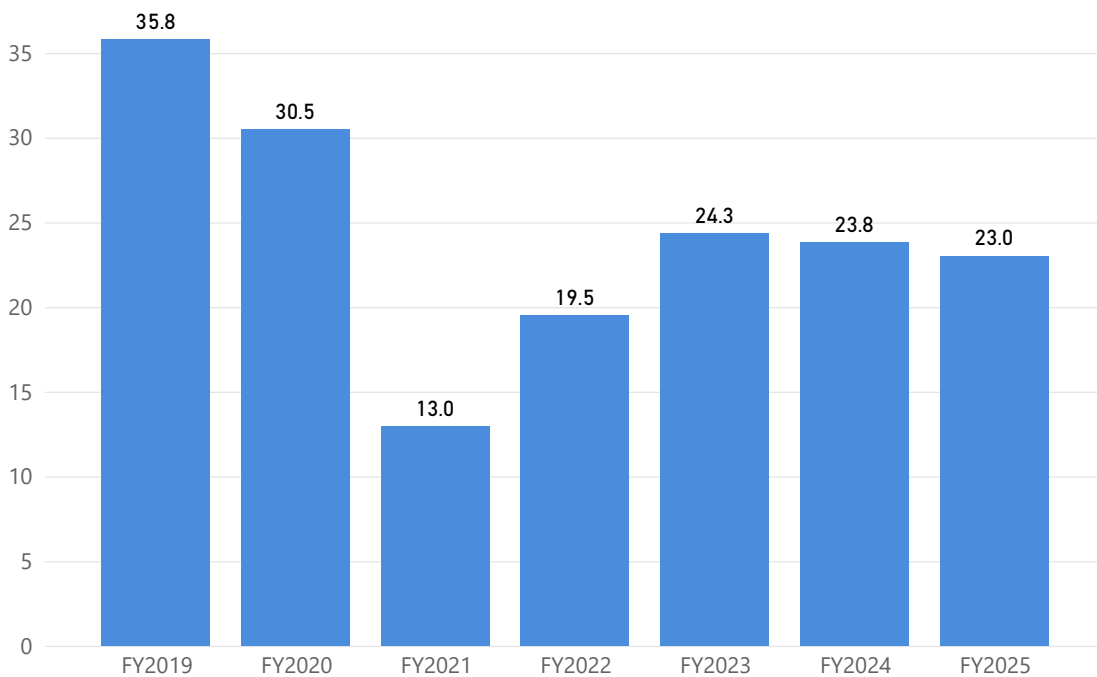
A 31 route bus using the new NEXTransit Downtown bus boarding platform on Stanwix Street.

SYSTEM EFFICIENCY

PASSENGERS PER REVENUE VEHICLE HOUR

PRT carried 23 passengers per hour (PPH) in FY25 - excluding paratransit - down 0.8 PPH from FY24 for bus, light-rail, and incline services. The largest contributor to this decrease was a drop in ridership on the light-rail system and an overall increase in light-rail service hours due to detours required by the Downtown Plinth and the Mt. Washington Transit Tunnel projects. An increase in bus service hours, paired with steady ridership due to the Mt. Washington Transit Tunnel project, also contributed to the decrease in PPH. As previously mentioned, for light-rail hours, PRT updated the way we account for hours by total train in FY25 rather than by number of cars, which is a minor impact. For more information by route, please refer to the route performance table on pages 38-41.

Historical Passengers Per Revenue Vehicle Hour



Graph: Historical passengers per revenue vehicle hour from FY19 to FY25.

COST PER PASSENGER SERVED

In FY25 the system cost per passenger served increased slightly by 2%. This can be attributed to industry cost increases and an increase in fixed-route service hours coupled with a slight decrease in ridership. The increased fixed-route hours are primarily due to light-rail and bus detours and temporary services to accommodate rail projects such as the Downtown plinth and Mt. Washington Tunnel projects. For more information by route, please refer to the table on pages 38-41.

Historical System Cost Per Passenger Served



Graph: Historical cost per passenger served from FY19 to FY25.

The cost per passenger served by transit mode illustrates that the increase in cost per rider can be mostly attributed to light-rail. This is due to the multiple rail projects that required additional service hours for detours and temporary services, to provide service coverage during those projects, while ridership decreased slightly. The decline in paratransit ridership primarily due to ACCESS opting out of the provision of service for Heritage Community Transportation increased the cost per rider in FY25. Bus and incline costs remained steady.

Historical Cost Per Passenger Served By Mode



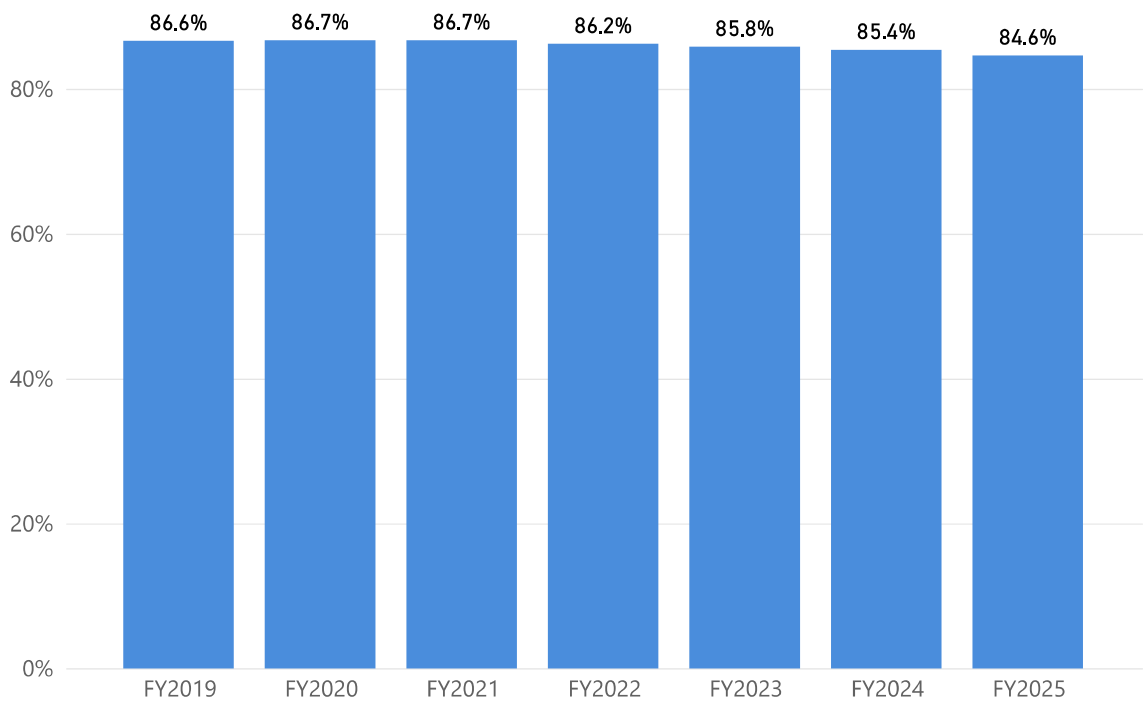
Graph: Historical cost per passenger served by mode from FY19 to FY25.

TIME SPENT IN REVENUE SERVICE

PRT aims to maximize the amount of time vehicles spend operating transit service as opposed to the time spent driving to and from a garage to start or end each trip without passengers. In FY25, the time PRT vehicles spent in revenue service decreased to 85.4%, down 0.8% from 84.6% in FY24, though this figure has remained consistent over the past seven fiscal years.

The decrease from FY24 to FY25 can be attributed to external factors such as road closures and construction, detours, or traffic congestion. Furthermore, the geographic distance between bus garages and the beginning and end of a route is also a challenge. To improve this metric, PRT has several ongoing projects aimed at modernizing transit infrastructure, reconfiguring routes and layovers, interlining routes, and improving service run times.

Percent Time Spent in Revenue Service



Graph: Historical perfect time spent in revenue service from FY19 to FY25.



Riders using the new PRTX Steel Plaza Station, which is served by the 61A, 61B, 61C, 71B and G2.

SYSTEM EFFECTIVENESS

■ WALKABLE SERVICE AREA

Providing effective transit service means maximizing access to diverse destinations throughout Allegheny County, including residential areas, workplaces, schools, hospitals, and other community assets.

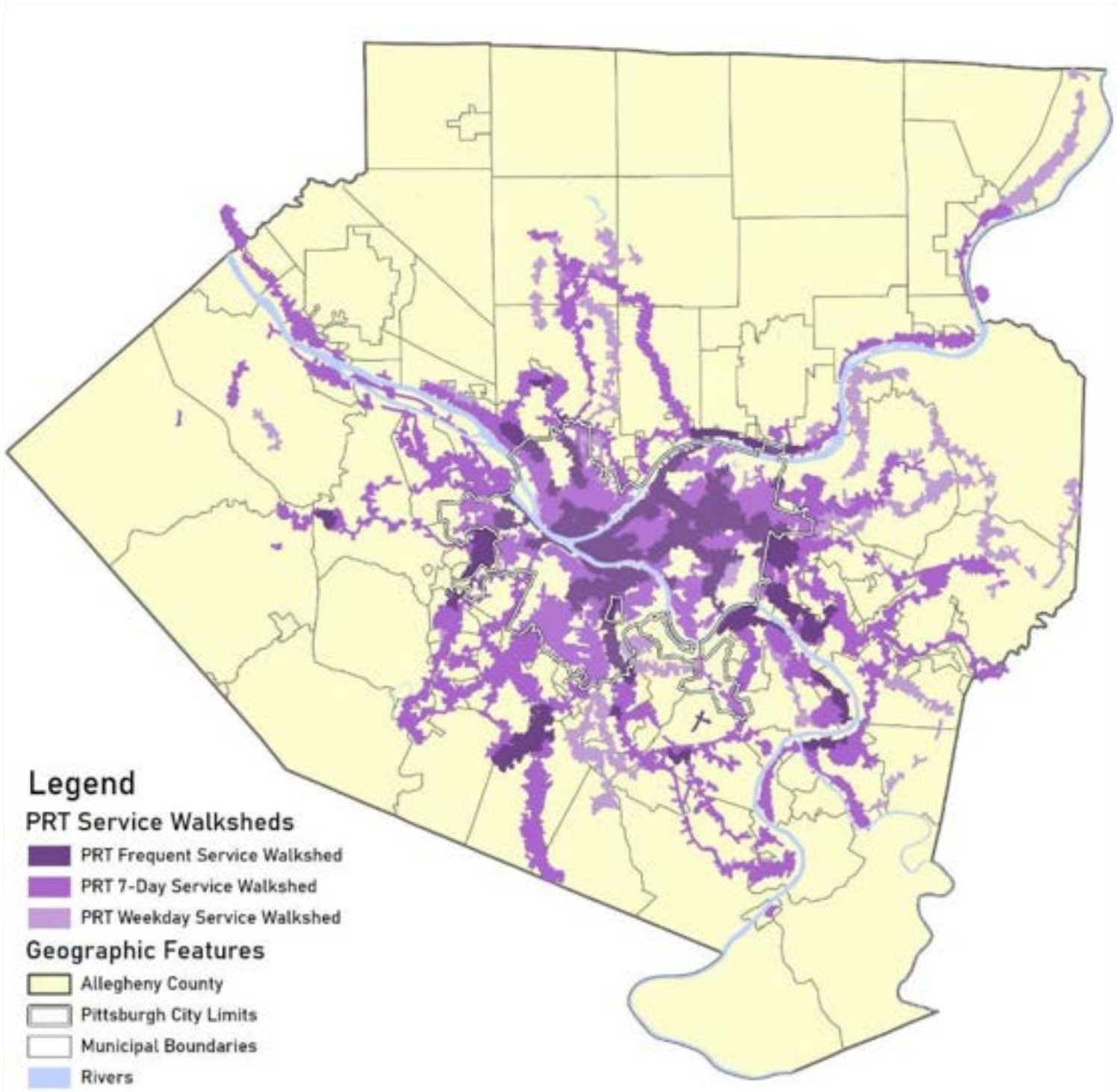
PRT defines effectiveness in several ways. At the system level, this involves assessing the number of residents and jobs accessible to transit within a reasonable walking or rolling distance, the reliability and punctuality of scheduled services, and managing vehicle crowding to ensure sufficient space for passengers. PRT defines its “walkable” service area as areas within a ¼ mile of bus stops and a ½ mile of fixed guideway stations (such as busways, light-rail, and inclines) along the local street network. This year, PRT modified its calculation method to more accurately account for land use impacts when assessing demographic data from the latest releases from the U.S. Census Bureau.

PRT has determined that more than half of the residents and nearly two-thirds of all jobs in the county are accessible via standard weekday service. Compared to the previous annual service report, the system walkshed area is reduced by about 8%, but contains 3% more population and 9% more jobs. These changes are more reflective of improved accuracy from the revised calculation method rather than actual changes in network coverage. Although there is less service on the weekends, 45% of residents and 61% of jobs remain within the seven-day coverage area. Note that these figures are only for Allegheny County, and do not include additional population and jobs in communities outside of county limits that PRT serves.

Service Days	Service Area		Population		Jobs	
	Total (miles²)	% of Total	Total	% of Total	Total	% of Total
Weekday Service	128.51	17.3%	631,037	50.9%	463,672	65.1%
Seven-day Service	107.81	14.4%	557,315	44.9%	434,502	61.0%
Frequent Service	27.62	3.7%	204,639	16.5%	272,987	38.3%
Allegheny County (Total)	744.79		1,240,261		712,047	

The map below shows where each of these walksheds occur within Allegheny County based on data from February 2025. The darkest walkshed represents the frequent service area, the medium purple walkshed represents the seven-day service area, and the lightest walkshed represents the weekday-only service area.

PRT System Service Walksheds



FREQUENT SERVICE AREA

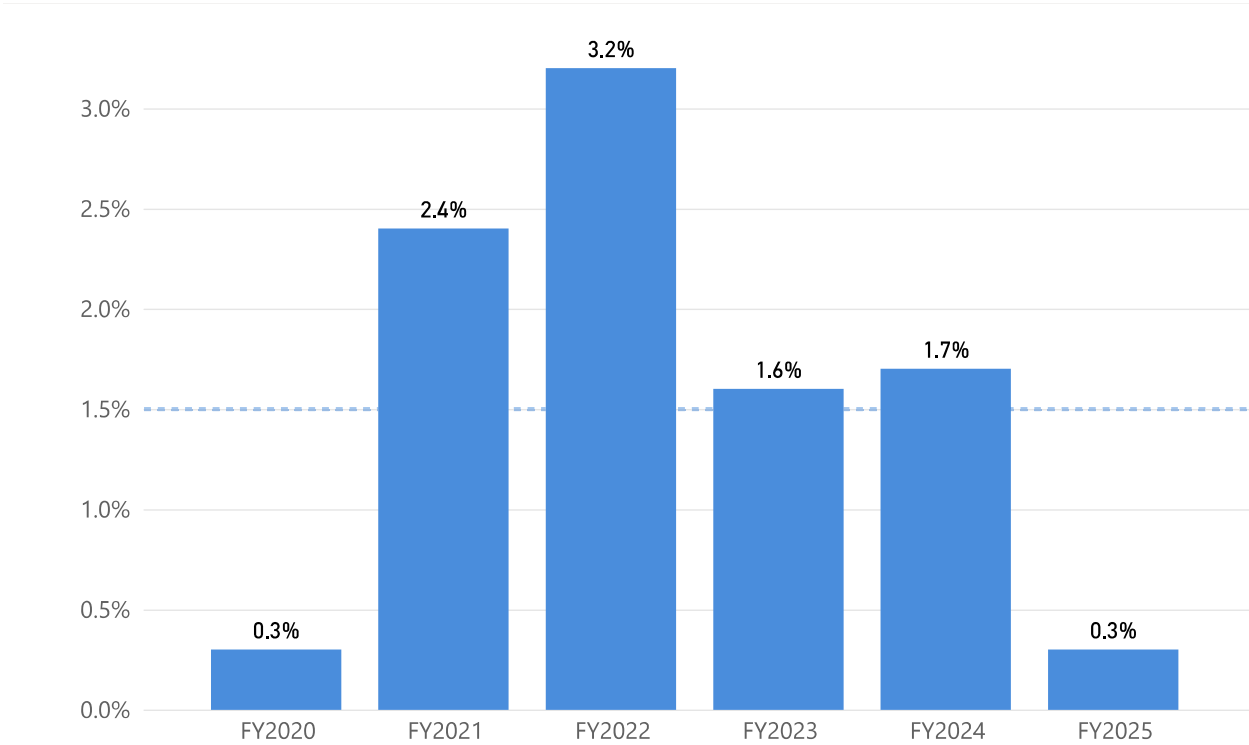
PRT defines its frequent service walkshed areas within a ¼ mile of bus stops and a ½ mile of fixed guideway stations that have service at least every 15 minutes for at least 15 hours a day, and every 30 minutes for an additional five hours a day, every day of the week. Although the time between trips may vary, this represents an average frequency of every 15 minutes or better during the 15-hour period of highest transit demand each day of the week, which is at least 70 trips a day.

Having access to frequent transit greatly enhances mobility - especially for the 59,317 households (around 11%) in Allegheny County or 27,349 households (nearly 20%) within the City of Pittsburgh without access to a car. While frequent service covers less than 4% of the county, it captures about 16% of all residents and nearly 40% of jobs.

OUT OF SERVICE

When a scheduled trip is canceled, it is recorded as out-of-service. PRT’s goal is to maintain an out-of-service rate below 1.5% across the entire system. Through extensive transit operator hiring efforts, PRT met and exceeded this standard with a system-wide out-of-service rate of 0.3% in FY25, down from 1.7% in FY24. In FY25, the out-of-service rate for buses was 0.3% and 1.1% for rail. PRT attributes this discrepancy between bus and rail to the more rigorous training for rail operators and longer onboarding process. Please refer to pages 38-41 for more information on out-of-service by route.

Historical System Level Out of Service



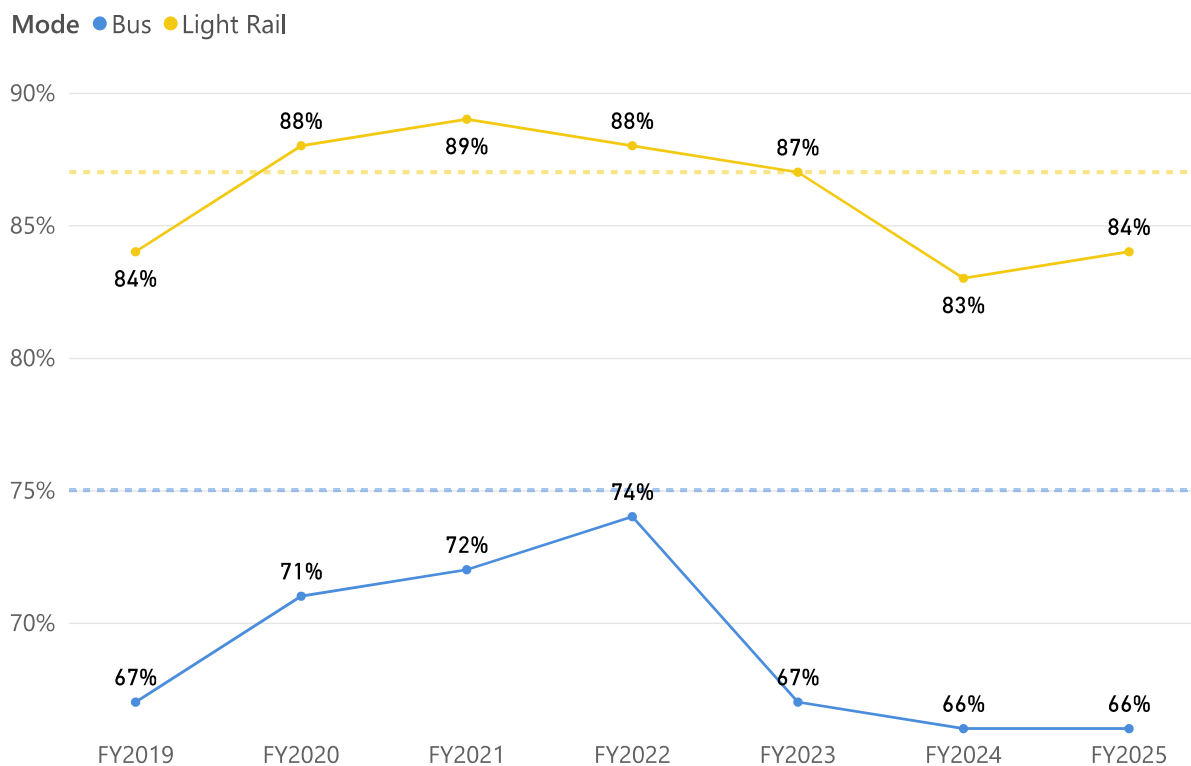
Graph: Historical system level out of service from FY19 to FY25.

SYSTEM ON-TIME PERFORMANCE

PRT measures its ability to adhere to schedules with on-time performance (OTP). The Monongahela Incline is excluded from OTP metrics as its trips do not follow a set schedule. A bus or light-rail vehicle is considered on time if it arrives at its timepoint one minute early to five minutes late. This data is collected at every timepoint on every trip through automatic vehicle location (AVL) systems, which are linked to GPS devices on buses and light-rail vehicles.

On-time performance for bus service remained the same in FY25 as FY24. Light-rail saw a 1% improvement, from 83% in FY24 to 84% in FY25. It should be noted that the final phase of the Downtown plinth project did not significantly impact on-time performance, nor did the Mt. Washington Transit Tunnel project since detours were built into the schedule. For more information on route-level bus and light-rail on-time performance, refer to the Bus On-time Performance section of the Adherence to Service Standards chapter on page 36 and the route performance table on pages 38-41.

Historical System On-Time Performance

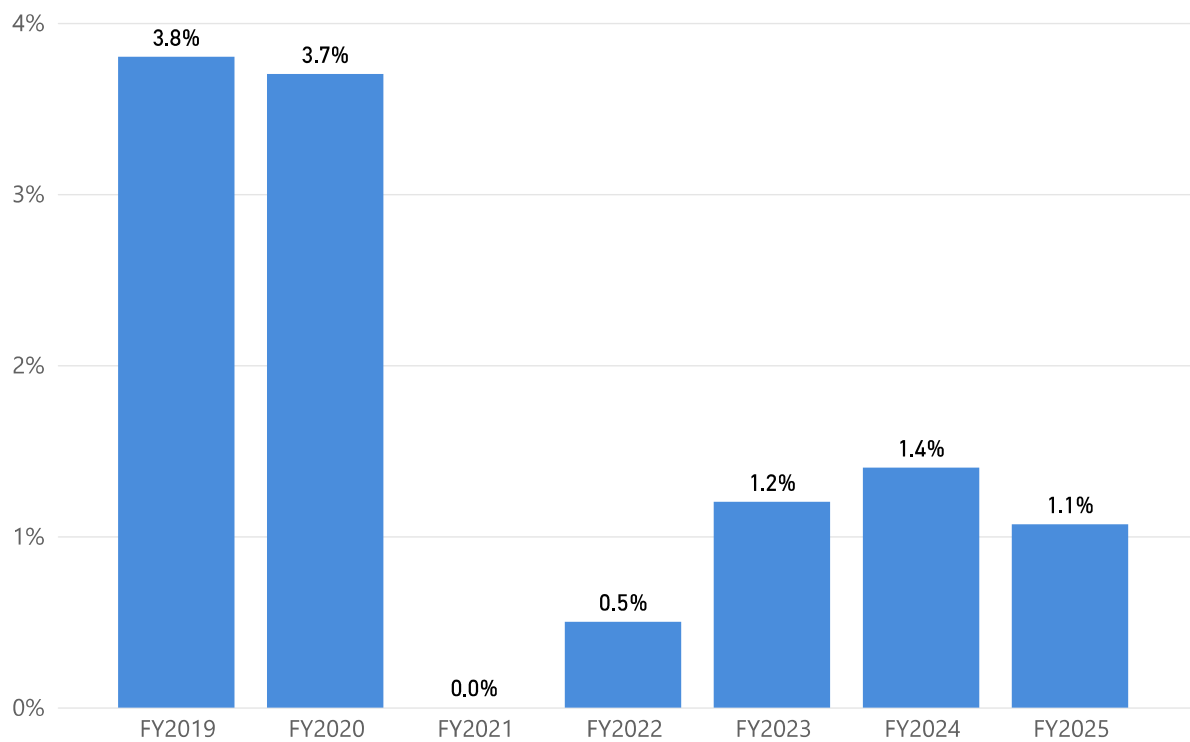


Graph: Historical system on-time performance from FY19 to FY25.

SYSTEM CROWDING

System-level crowding reduced year-over-year from 1.4% in FY24 to 1.1% in FY25. PRT analyzes crowding by route and makes minor improvements to alleviate crowding. In FY25, to alleviate crowding on select bus routes that serve East End riders to Oakland and Downtown, PRT increased monitoring to ensure that routes that are assigned 60-foot articulated buses are being used, and this has helped reduce crowding. Additionally, PRT has reallocated service hours to provide more service on routes with crowding. More information on crowding by route can be found in the Title VI Section as well as in the route detail information on page 38-41.

Historical System Average Crowding



Graph: Historical system average crowding from FY19 to FY25.



A P1 route bus heading inbound to Downtown on the MLK Jr. East Busway.

TITLE VI EVALUATION

PRT remains committed to equitable service delivery and compliance with Title VI of the Civil Rights Act of 1964, ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any of its services or programs. Transit agencies that receive federal funds are required to analyze how their actions affect specific protected groups under Title VI. Routes are classified as low-income or minority based on whether their service areas have higher proportions of low-income and minority populations compared to the average across PRT's service area.

In Allegheny County, 17.2% of the population is classified as low-income, and 23.8% of the population is minority (according to the 2023 American Community Survey). Areas with a low-income or minority population above these thresholds are designated as “low-income” and “minority” areas, respectively.

As part of the federally required triennial reviews and updates to PRT's Title VI Program, PRT has revised its measurement for low-income populations to include persons earning 150% of the federal poverty level or below, while previous reporting used 100% of the federal poverty level as the threshold. This more inclusive threshold better reflects local cost-of-living adjustments and is more consistent with eligibility benchmarks for public benefit programs intended to support low-income populations, such as Medicaid.

Metrics evaluated include on-time performance, out-of-service occurrences due to workforce shortages, crowding, service span, and service frequency. PRT's Board-adopted Title VI policy defines an “adverse impact” as a difference of more than 20 percentage points between low-income and minority groups for any of these metrics. For this analysis, a difference greater than 10 percentage points is considered “at-risk,” prompting efforts to address disparities before they reach the 20 percentage point threshold. If a significant disparity exists in any of these metrics, the bottom five routes will be flagged for improvement in FY25.

In FY25, PRT conducted ongoing Title VI monitoring and equity assessments in support of the Bus Line Redesign and University Line projects. These analyses evaluated potential impacts on minority and low-income populations and informed service planning to ensure equitable outcomes. PRT also engaged with community-based organizations and the public through multilingual materials and targeted outreach, expanding participation among historically underrepresented groups.

The number of minority routes has increased to 72 in FY25 from 56 in FY24, and the number of low-income routes has increased to 77 in FY25 from 64 in FY24. While the methodology for determining low-income status has changed from the previous report, the increase in number of Title VI designated routes reflects a broader dispersion of minority and low-income populations across the service area, as reflected in the 2023 American Community Survey 5-year estimates.

SUMMARY OF TITLE VI FINDINGS BY RACE

Metric	Minority Route	Non Minority Route	Raw Difference	Pct. Difference	Direction of Difference
Number of Routes	72	23	N/A	N/A	N/A
Average On Time %	66.1%	72.1%	-6.0%	-8.3%	Adverse, not significant
Average Out of Service %	0.25%	0.32%	-0.07%	+21.2%	Favorable
Average Crowding %	0.85%	0.08%	+0.77%	+938.9%	Adverse, significant
Average Service Span - Weekday (Hours)	18.2	18.2	0.0	+0.1%	Favorable
Average Service Span - Saturday (Hours)	13.9	13.2	+0.7	+5.0%	Favorable
Average Service Span - Sunday (Hours)	12.4	11.4	+1.0	+8.4%	Favorable
Average Trips per Service Hour - Weekday	1.6	1.6	0.0	-0.6%	Adverse, not significant
Average Trips per Service Hour - Saturday	1.4	1.5	-0.1	-7.6%	Adverse, not significant
Average Trips per Service Hour - Sunday	1.2	1.3	-0.2	-13.9%	Adverse, not significant

MINORITY ROUTES: SERVICE RELIABILITY AND QUALITY

In FY25, there was a considerable improvement in crowding (-29%) and out-of-service percentage (-83%) on minority routes compared to the previous fiscal year. The percent of crowded trips on minority routes decreased from 1.2% in FY24 to 0.85% in FY25. Despite the decrease in crowding, there remains a significant adverse difference in crowding between minority and non-minority routes. The out-of-service rate for minority routes significantly improved from 1.5% in FY24 to 0.25% in FY25 and no longer shows an adverse difference between minority and non-minority routes.

The percent of on-time trips on minority routes increased marginally from 65.8% in FY24 to 66.1% in FY25. On-time performance continues to show a slight adverse difference between minority and non-minority routes. Causes for poor on-time performance vary, but include factors such as detours, construction, high ridership, and traffic congestion in denser areas of the county. PRT will focus on scheduling adjustments in FY26 to improve on-time performance.

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	77	18	N/A	N/A	N/A
Average On Time %	67.1%	69.5%	-2.4%	-3.5%	Adverse, not significant
Average Out of Service %	0.27%	0.26%	-0.02%	-0.8%	Adverse, not significant
Average Crowding %	0.80%	0.10%	-0.7%	+703.8%	Adverse, significant
Average Service Span - Weekday (Hours)	18.5	16.8	1.7	+10.2%	Favorable
Average Service Span - Saturday (Hours)	14.6	10.2	+4.4	+43.2%	Favorable
Average Service Span - Sunday (Hours)	13.1	8.3	+4.8	+57.7%	Favorable
Average Trips/Service Hour - Weekday	1.7	1.1	+0.6	+51.0%	Favorable
Average Trips/Service Hour - Saturday	1.5	1.0	+0.5	+46.6%	Favorable
Average Trips/Service Hour - Sunday	1.2	0.9	+0.4	+39.6%	Favorable

LOW-INCOME ROUTES: SERVICE RELIABILITY AND QUALITY

In FY25, there was a considerable improvement in crowding (-27%) and out-of-service percentage (-82%) on low-income routes compared to the prior fiscal year. The percent of crowded trips on low-income routes decreased from 1.1% in FY24 to 0.80% in FY25. Despite the significant decrease in crowding, there remains a significant adverse difference in crowding between low-income and non-low-income routes. PRT continues to analyze means to further address crowding issues. The out-of-service rate significantly improved on low-income routes from 1.5% in FY24 to 0.25% in FY25. The out-of-service percentage shows a marginal difference between low-income and non-low-income routes.

The on-time performance rate for low-income routes was virtually the same year over year at 67.1% in both FY24 and FY25. Causes for poor on-time performance vary, but include factors such as detours, construction, high ridership, and traffic congestion. PRT will focus on scheduling adjustments in FY26 to improve on-time performance.



A 29 route bus heading outbound to CCAC West on Liberty Avenue in Downtown.

ADHERENCE TO SERVICE STANDARDS

Each year, PRT evaluates its transit routes against a set of service standards that were last updated in April 2023 to reflect the post-pandemic decline in ridership. These Board-adopted standards include metrics such as passengers-per-hour, crowding, on-time performance, frequency, and stop spacing. PRT plans to begin the process of updating its service standards starting in calendar year 2026.

■ IN-SERVICE TIME

In-service time represents the percentage of time vehicles are actively performing their scheduled routes or are laying over, allowing operators to take breaks between trips. The standards are 80% for rapid routes like Light-Rail Transit (LRT) and Bus Rapid Transit (BRT), 70% for local and coverage routes, and 50% for commuter routes. Only two routes failed to meet the standards in FY25; Route 29 and Route 44, both of which are coverage routes and both of which were in service 69% of the time.

■ OUT OF SERVICE

PRT exceeded its goal of with a rate of 0.3% in FY25, down from 1.7% in FY24. The only service that failed to meet this standard, at 1.6%, was the temporary service PRT operated during the Mt. Washington Tunnel project to provide service to Station Square. This temporary service was more likely to be out-of-service because additional service hours were required without hiring additional operators for the limited period. More information by route can be found on the route performance table on pages 38-41.

■ SERVICE DAYS

PRT's service standards require all rapid, local, and coverage routes operate seven days a week. In FY25, the Y47 route (local) did not have Sunday service, and the P78 (local) did not have weekend service. PRT faces significant challenges adding service days back to these routes without additional funding, however staff is investigating potential cost-neutral solutions. More information by route can

PASSENGERS PER REVENUE VEHICLE HOUR

PRT's service standards set goals for minimum level of productivity by route category, and they distinguish between Weekday, Saturday, or Sunday service. The following tables list routes that are significantly below their PPH standard by service day and route type in descending order of productivity (measured as not meeting 75% of that goal). More information by route can be found on pages 38-41.

Weekday

ROUTE TYPE	ROUTE
COMMUTER	65, P7, P10, P12, P16, P71/71, Y45
COVERAGE	2, 20, 40, 58, 89
LOCAL	1, 12, 14, 17, 21, 28X, 38, 39, 41, 53/53L, 59, 67, 69, 77, 9, P68, P78, Y1/Y46, Y47
RAPID	G2, BLUE LINE, SILVER LINE

Saturday

ROUTE TYPE	ROUTE
COVERAGE	2, 4, 20, 36, 40, 43, 44, 58, 89
LOCAL	14, 17, 41, 53/53L
RAPID	G2

Sunday

ROUTE TYPE	ROUTE
COVERAGE	2, 4, 20, 36, 40, 43, 44, 55, 58, 89
LOCAL	14, 38, 39, 41
RAPID	G2

DISTANCE BETWEEN STOPS

PRT's Bus Stop and Street Design Guidelines recommend optimal stop spacing to improve the efficiency of transit service. In FY25, there were 47 routes that did not meet the guidelines for bus stop spacing for their service and density type. As PRT analyzes potential changes to bus stops to better reflect our bus stop guidelines, careful analysis of existing conditions will be required. There are some context-sensitive exceptions that may result in bus stop distancing that do not meet our standards, such as safety concerns, origins or destinations frequented by seniors or people with disabilities, steep terrain, restricted rights-of-way, or crowding at bus stops.

FREQUENCY OF SERVICE

The service frequency standards outline the minimum operating frequency by route. These baseline frequencies are summarized below. Service frequencies may differ slightly from these standards due to optimizing the schedule for vehicle and/or operator resources. This is the case for the 1, 64, 86, 88, and G2, as their frequencies did not meet the minimum frequency but were within less than 5 minutes of the standard for their service type.

	RAPID	COMMUTER	LOCAL	COVERAGE
WEEKDAYS				
EARLY MORNING	30 MINS	--	60 MINS	75 MINS
AM PEAK	15 MIN	3 TRIPS	30 MINS	60 MINS
MIDDAY	20 MINS	--	60 MINS	75 MINS
PM PEAK	15 MINS	3 TRIPS	30 MINS	60 MINS
EVENING/NIGHT	30 MINS	--	60 MINS	75 MINS
SATURDAYS	30 MINS	--	60 MINS	90 MINS*
SUNDAYS	30 MINS	--	60 MINS	90 MINS*

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

In FY26, PRT staff will develop minor service improvements to reallocate service hours to improve frequency while considering transit demand, equity, and PRT's budgetary constraints. PRT will also begin to revise its service standards to better reflect service needs and reclassify routes that are no longer in the appropriate service category. In some cases, increasing service to meet the frequency standard could have adverse effects on other standards, particularly passengers per hour.

Weekday Service Frequencies

In FY25, 27 routes did not meet the minimum weekday frequency standard for their service type, three more than in FY24. Routes that did not meet the Weekday minimum standard for frequency of service in FY25 are below. Routes with an asterisk indicate those that were within less than 5 minutes of the standard for their service type due to optimizing the schedule for vehicle and operator resources:

ROUTE TYPE	ROUTE
COVERAGE	43, 55, 89
LOCAL	1*, 12, 14, 31, 38, 41, 53/53L, 56, 57, 59, 64*, 67, 69, 77, 81, 83, 86*, 88*, 93, P68, Y46, Y47, and Y49
RAPID	G2*

- On weekdays, all routes adhered to the off-peak frequency standard. Routes only failed to meet the frequency standard for their service type during peak periods (6a-9a, 3p-6p).
- Routes with positive changes year-over year (did not meet the minimum standard in FY24, but met the standard in FY25): Blue Line, 21
- Routes with negative changes year-over-year (met the minimum standard in FY24, but did not meet the standard in FY25): 14, 43, 53L, 83, 89, P68, Y1/Y46, Y49

Weekend Service Frequencies by Day

On the weekends, 15 routes failed to meet the minimum Saturday frequency standard for their service type, while 17 routes failed to meet the minimum Sunday frequency standard for their service type.

Saturday Service Frequencies

Routes that failed to meet the minimum Saturday frequency standard for their service type:

ROUTE TYPE	ROUTE
COVERAGE	2, 74
LOCAL	31, 38, 53, 59, 67, 69, 77, 93, Y46, Y47, Y49
RAPID	BLUE, SILVER

- Routes with positive changes year-over year (did not meet the minimum standard in FY24, but met the standard in FY25): 21, 39
- Routes with negative changes year-over-year (met the minimum standard in FY24, but did not meet the standard in FY25): 53, 67, Y47, Y49

Sunday Service Frequencies

Routes that failed to meet the minimum Sunday frequency standard for their service type:

ROUTE TYPE	ROUTE
COVERAGE	74
LOCAL	31, 38, 39, 41, 53, 54, 59, 69, 77, 87, 93, Y46, Y49
RAPID	G2, BLUE, SILVER

- Routes with positive changes year-over year (did not meet the minimum standard in FY24, but met the standard in FY25): 2, 21
- Routes with negative changes year-over-year (met the minimum standard in FY24, but did not meet the standard in FY25): Y49

BUS ON-TIME PERFORMANCE

PRT's on-time performance (OTP) standard for all bus routes is 75%. In FY25, 78 routes failed to meet that standard, with 35 routes more than 10% below the benchmark (see chart below and more detail on pages 38-41). This is an increase from FY24, when 73 routes failed to meet the standard. Many of these routes were impacted by bridge closures, construction-related detours, and adverse traffic conditions. Addressing and improving OTP will be a focus in FY26.

ROUTE	SERVICE TYPE	FY24 OTP
65	COMMUTER	39%
71B	LOCAL	47%
61C	LOCAL	47%
58	COVERAGE	47%
61B	LOCAL	52%
61A	LOCAL	52%
77	LOCAL	53%
82	LOCAL	54%
P16	COMMUTER	54%
19L	COMMUTER	57%
P12	COMMUTER	57%
74	COVERAGE	57%
83	LOCAL	57%
81	LOCAL	57%
67	LOCAL	57%
P67	COMMUTER	58%
P69	COMMUTER	60%

ROUTE	SERVICE TYPE	FY24 OTP
P17	COMMUTER	61%
91	LOCAL	61%
28X	LOCAL	61%
1	LOCAL	61%
64	LOCAL	61%
71C	LOCAL	61%
69	LOCAL	62%
53/53L	LOCAL	62%
15	COVERAGE	63%
86	LOCAL	63%
6	LOCAL	63%
P10	COMMUTER	64%
71A	LOCAL	64%
O12	COMMUTER	64%
12	LOCAL	64%
2	COVERAGE	64%
93	LOCAL	65%
56	LOCAL	65%

ACCESS PARATRANSIT ON-TIME PERFORMANCE

ACCESS paratransit defines on-time performance as arriving no more than 10 minutes before and no more than 20 minutes after the scheduled pickup time, and within 45 minutes of a will-call return. In FY25, ACCESS OTP was 94.2%, a slight improvement of 94% in FY24.

LOADS: CROWDING

In FY25, eleven routes exceeded PRT's crowding standard of 2% of trips or fewer. A trip is considered crowded when the passenger load exceeds 100% of seated capacity for the vehicle type, or 120% of seated capacity during the AM and PM peak periods. Routes with crowding are concentrated in Pittsburgh's East End and Oakland areas. More information by route can be found on pages 38-41.

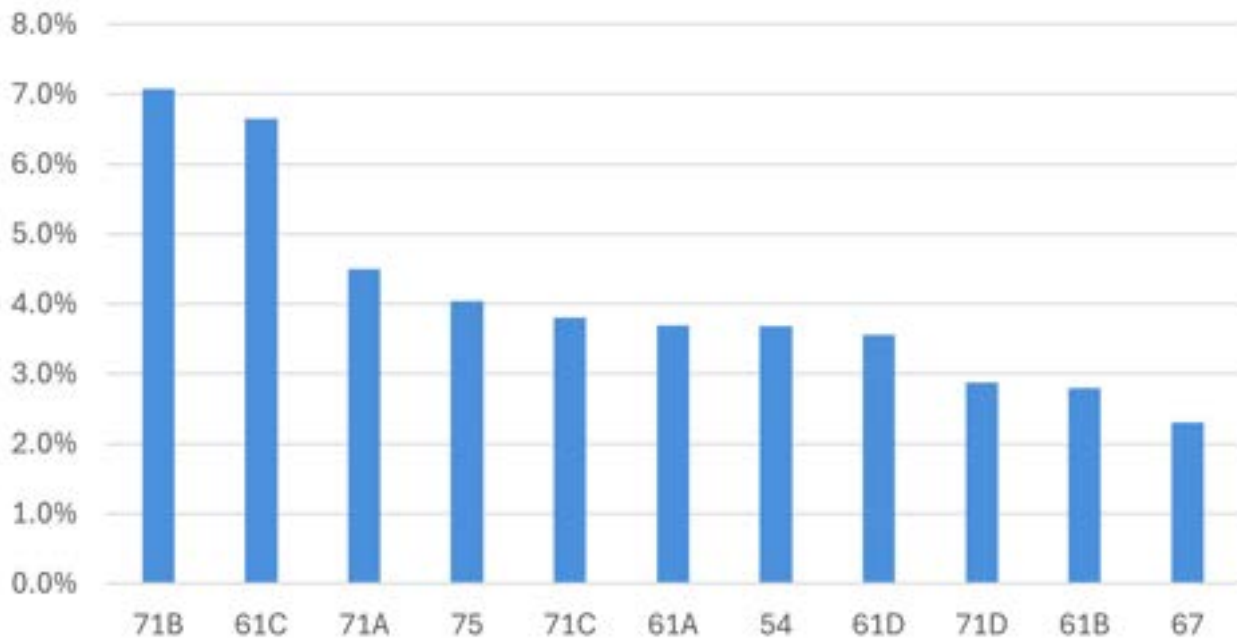
While the number of routes exceeding the standard has remained constant from the previous Annual Service Report, six of the eleven routes that exceeded the crowding standard in FY25 saw decreases in crowding from the prior fiscal year: 61C (-25%), 71A (-8%), 71C (-10%), 61A (-31%), 61D (-42%), 61B (-22%) (in descending order of crowding). The reduction in crowding on these routes is attributed to more consistent use of 60' articulated buses during the times of day when crowding is most likely to occur.

Five of the eleven routes that exceeded the crowding standard saw increases in crowding from the prior fiscal year: 75 (+21%), 54 (+68%), 71D (+26%), 67 (+64%) (in descending order of crowding).

Of these routes, the 67 is the only route that did not exceed the service standard in FY24.

The ASR FY24 highlighted the need to address crowding, and while PRT made progress in FY25, there will continue to be a focus on alleviating crowding on these routes in FY26.

Routes With Crowding that Exceeds the Minimum Standard



Graph: Eleven routes that exceeded PRT's crowding standard in FY25, in descending order.

ROUTE PERFORMANCE

ROUTE	MODE	ROUTE TYPE	DAYS OF SERVICE	AVERAGE WEEKDAY RIDERS	AVERAGE SATURDAY RIDERS	AVERAGE SUNDAY RIDERS	FY24 TO FY25 AVG WEEKDAY RIDERS CHG	FY24 TO FY25 AVG WEEKDAY RIDERS CHG (%)
1	BUS	LOCAL	ALL DAYS	1,486	1,056	833	14	-0.9%
2	BUS	COVERAGE	ALL DAYS	409	177	126	53	-11.5%
4	BUS	COVERAGE	ALL DAYS	342	137	81	-29	9.2%
6	BUS	LOCAL	ALL DAYS	988	715	554	-49	5.3%
7	BUS	COMMUTER	WEEKDAYS ONLY	67			6	-8.4%
8	BUS	LOCAL	ALL DAYS	1,629	877	655	133	-7.5%
11	BUS	COVERAGE	ALL DAYS	368	151	112	28	-7.1%
12	BUS	LOCAL	ALL DAYS	921	1,054	628	26	-2.8%
13	BUS	LOCAL	ALL DAYS	1,319	993	528	74	-5.3%
14	BUS	LOCAL	ALL DAYS	525	339	225	54	-9.3%
15	BUS	COVERAGE	ALL DAYS	777	521	349	-127	19.6%
16	BUS	LOCAL	ALL DAYS	2,114	1,378	1,065	58	-2.7%
17	BUS	LOCAL	ALL DAYS	914	326	403	25	-2.7%
18	BUS	COMMUTER	WEEKDAYS ONLY	40			4	-9.2%
20	BUS	COVERAGE	ALL DAYS	318	201	105	-5	1.5%
21	BUS	LOCAL	ALL DAYS	878	538	440	-13	1.5%
22	BUS	COVERAGE	ALL DAYS	561	376	162	-24	4.4%
24	BUS	LOCAL	ALL DAYS	1,163	710	583	-40	3.6%
26	BUS	COVERAGE	ALL DAYS	688	379	276	-57	9.0%
27	BUS	COVERAGE	ALL DAYS	800	431	346	-57	7.7%
29	BUS	COVERAGE	ALL DAYS	772	470	228	0	0.0%
31	BUS	LOCAL	ALL DAYS	987	558	446	26	-2.6%
36	BUS	COVERAGE	ALL DAYS	331	122	76	-35	11.8%
37	BUS	COVERAGE	ALL DAYS	466	381	338	-254	120.1%
38	BUS	LOCAL	ALL DAYS	622	246	153	-41	7.1%
39	BUS	LOCAL	ALL DAYS	793	257	115	-67	9.2%
40	BUS	COVERAGE	ALL DAYS	351	156	110	14	-3.8%
41	BUS	LOCAL	ALL DAYS	648	365	222	-44	7.3%
42	BUS	COVERAGE	ALL DAYS	1,173	780	693	-612	108.9%
43	BUS	COVERAGE	ALL DAYS	284	196	158	-6	2.2%
44	BUS	COVERAGE	ALL DAYS	505	285	171	39	-7.2%
48	BUS	LOCAL	ALL DAYS	1,724	1,360	829	-141	8.9%
51	BUS	LOCAL	ALL DAYS	5,485	3,834	2,849	-49	0.9%
54	BUS	LOCAL	ALL DAYS	2,944	1,833	970	-137	4.9%
55	BUS	COVERAGE	ALL DAYS	789	635	505	-10	1.3%
56	BUS	LOCAL	ALL DAYS	962	566	469	46	-4.5%
57	BUS	LOCAL	ALL DAYS	741	716	564	-4	0.6%
58	BUS	COVERAGE	ALL DAYS	381	140	109	21	-5.2%
59	BUS	LOCAL	ALL DAYS	1,915	1,466	1,004	-14	0.8%
60	BUS	COVERAGE	ALL DAYS	393	213	141	37	-8.5%
64	BUS	LOCAL	ALL DAYS	1,476	1,627	1,053	96	-6.1%
65	BUS	COMMUTER	WEEKDAYS ONLY	135			-32	31.1%
67	BUS	LOCAL	ALL DAYS	1,363	773	575	71	-4.9%
69	BUS	LOCAL	ALL DAYS	1,073	243	173	-11	1.0%
74	BUS	COVERAGE	ALL DAYS	687	292	156	-4	0.6%
75	BUS	LOCAL	ALL DAYS	2,732	1,436	1,135	-101	3.8%
77	BUS	LOCAL	ALL DAYS	1,196	675	514	-36	3.1%
79	BUS	COVERAGE	ALL DAYS	450	452	272	74	-14.1%
81	BUS	LOCAL	ALL DAYS	1,219	753	555	120	-9.0%

Metrics by route for July 2024 to June 2025. Orange values fall below the service standards for the service type and day. Red values indicate they are more severely below the service standards.

RIDERS/ REVENUE HR WEEKDAY	RIDERS/ REVENUE HR SATURDAY	RIDERS/ REVENUE HR SUNDAY	COST / RIDER SERVED	PERCENT OUT OF SERVICE	ON-TIME PERFORMANCE	PERCENT OF TRIPS CROWDED	AVERAGE STOP SPACING
14.2	18.9	15.7	\$21.76	0.2%	61%	0.1%	1,099
9.0	7.8	6.6	\$34.12	0.1%	64%	0.0%	1,021
11.7	11.4	10.2	\$22.86	0.1%	75%	0.0%	737
24.8	19.3	20.2	\$13.15	0.0%	63%	0.0%	608
10.7			\$26.79	0.0%	72%	0.0%	862
20.2	18.6	20.7	\$14.51	0.2%	77%	0.2%	702
16.1	12.7	13.8	\$19.43	0.2%	73%	0.0%	692
15.9	13.6	14.2	\$21.90	0.2%	64%	1.2%	1,489
20.3	19.4	17.0	\$14.74	0.1%	70%	0.0%	732
11.0	11.1	8.6	\$30.39	0.2%	76%	0.0%	1,257
18.6	13.8	15.2	\$17.27	0.4%	63%	0.1%	741
28.9	23.1	22.9	\$10.97	0.3%	67%	0.1%	771
16.4	10.7	11.7	\$17.37	0.2%	67%	0.0%	938
5.5			\$55.23	0.0%	89%	0.0%	697
11.1	9.9	7.4	\$32.16	0.9%	69%	0.0%	1,214
16.8	16.3	13.5	\$22.74	0.5%	78%	0.0%	1,318
18.3	17.0	20.0	\$18.64	0.5%	71%	0.0%	1,222
20.7	24.0	21.7	\$16.26	0.7%	68%	0.1%	1,460
18.3	16.9	16.3	\$17.93	0.1%	75%	0.0%	781
22.1	19.9	17.7	\$14.81	0.6%	72%	0.0%	797
16.8	14.2	13.6	\$23.30	0.6%	66%	0.1%	1,302
19.5	22.7	17.7	\$17.07	0.5%	69%	0.1%	974
11.9	10.9	8.8	\$27.11	0.3%	73%	0.0%	1,311
7.9	6.9	6.8	\$80.27	0.8%	82%	--	2,711
14.0	14.8	11.2	\$20.01	0.4%	73%	0.2%	1,167
15.8	12.6	8.9	\$24.66	0.3%	84%	0.6%	1,019
10.2	9.2	7.0	\$31.04	0.2%	73%	0.0%	771
13.6	10.1	8.4	\$23.21	0.6%	80%	0.2%	990
25.5	20.5	20.3	\$24.82	0.7%	81%	--	2,218
16.4	11.5	10.5	\$24.03	0.3%	82%	0.0%	817
12.1	9.8	11.0	\$32.29	0.7%	70%	0.2%	899
33.3	27.5	28.9	\$11.35	0.4%	75%	0.1%	718
31.3	30.3	34.2	\$8.95	0.5%	68%	1.0%	949
20.9	19.7	18.7	\$15.09	0.1%	66%	3.7%	801
14.8	13.6	11.1	\$18.99	0.2%	69%	0.0%	1,397
20.4	18.4	16.5	\$16.66	0.4%	65%	0.1%	1,195
22.7	21.6	17.5	\$14.53	0.5%	66%	0.1%	1,104
11.2	8.3	8.6	\$26.96	0.1%	47%	0.0%	1,007
16.1	17.4	16.0	\$17.98	0.3%	68%	0.4%	1,020
28.5	24.2	16.0	\$12.27	0.0%	79%	0.1%	688
23.2	26.1	25.5	\$13.25	0.2%	61%	0.6%	794
12.5			\$27.88	0.3%	39%	0.4%	1,151
16.8	17.0	16.3	\$19.01	0.1%	57%	2.3%	1,137
14.3	15.5	12.1	\$21.80	0.1%	62%	1.2%	1,135
15.1	12.9	11.6	\$18.17	0.1%	57%	0.0%	600
29.3	27.2	25.4	\$10.54	0.1%	67%	4.0%	839
17.9	20.5	17.9	\$17.10	0.1%	53%	0.3%	928
13.9	14.2	16.2	\$19.63	0.1%	70%	0.0%	632
28.0	23.6	18.7	\$11.66	0.4%	57%	0.1%	696

ROUTE	MODE	ROUTE TYPE	DAYS OF SERVICE	AVERAGE WEEKDAY RIDERS	AVERAGE SATURDAY RIDERS	AVERAGE SUNDAY RIDERS	FY23-FY24 AVG WEEKDAY RIDERS CHG	FY23-FY24 AVG WEEKDAY RIDERS CHG (%)
82	BUS	LOCAL	ALL DAYS	3,456	2,225	1,728	0	0.0%
83	BUS	LOCAL	ALL DAYS	1,542	903	751	133	-8.0%
86	BUS	LOCAL	ALL DAYS	1,733	1,584	1,058	91	-5.0%
87	BUS	LOCAL	ALL DAYS	1,301	636	214	-90	7.4%
88	BUS	LOCAL	ALL DAYS	1,130	754	557	24	-2.1%
89	BUS	COVERAGE	ALL DAYS	175	116	89	18	-9.4%
91	BUS	LOCAL	ALL DAYS	2,199	1,089	777	-60	2.8%
93	BUS	LOCAL	ALL DAYS	1,473	455	307	113	-7.1%
19L	BUS	COMMUTER	WEEKDAYS ONLY	238			25	-9.7%
28X	BUS	LOCAL	ALL DAYS	1,313	1,229	1,161	-17	1.3%
51L	BUS	COMMUTER	WEEKDAYS ONLY	347			28	-7.5%
52L	BUS	COMMUTER	WEEKDAYS ONLY	261			-6	2.4%
53/53L	BUS	LOCAL	ALL DAYS	706	199	112	54	-7.1%
61A	BUS	LOCAL	ALL DAYS	4,242	2,732	1,988	-88	2.1%
61B	BUS	LOCAL	ALL DAYS	3,620	2,289	1,610	-157	4.5%
61C	BUS	LOCAL	ALL DAYS	5,094	3,325	2,245	-143	2.9%
61D	BUS	LOCAL	ALL DAYS	2,638	1,836	1,256	371	-12.3%
71A	BUS	LOCAL	ALL DAYS	2,657	1,504	1,096	553	-17.2%
71B	BUS	LOCAL	ALL DAYS	4,246	2,438	1,501	-213	5.3%
71C	BUS	LOCAL	ALL DAYS	3,019	2,136	1,451	320	-9.6%
71D	BUS	LOCAL	ALL DAYS	1,936	1,187	782	307	-13.7%
BLUE	RAIL	RAPID	ALL DAYS	3,429	1,737	1,151	-663	24.0%
G2	BUS	RAPID	ALL DAYS	1,281	628	485	85	-6.2%
G3	BUS	COMMUTER	WEEKDAYS ONLY	186			6	-3.0%
G31	BUS	COMMUTER	WEEKDAYS ONLY	205			16	-7.4%
MI	INCLINE	RAPID	ALL DAYS	621	1,462	841	42	-6.3%
O1	BUS	COMMUTER	WEEKDAYS ONLY	282			13	-4.4%
O12	BUS	COMMUTER	WEEKDAYS ONLY	401			-8	2.0%
O5	BUS	COMMUTER	WEEKDAYS ONLY	42			0	-1.1%
P1	BUS	RAPID	ALL DAYS	4,941	2,995	2,121	-195	4.1%
P10	BUS	COMMUTER	WEEKDAYS ONLY	195			21	-9.9%
P12	BUS	COMMUTER	WEEKDAYS ONLY	264			32	-10.7%
P13	BUS	COMMUTER	WEEKDAYS ONLY	67			4	-5.3%
P16	BUS	COMMUTER	WEEKDAYS ONLY	322			0	0.1%
P17	BUS	COMMUTER	WEEKDAYS ONLY	412			-46	12.6%
P3	BUS	COMMUTER	WEEKDAYS ONLY	1,862			-96	5.4%
P67	BUS	COMMUTER	WEEKDAYS ONLY	123			15	-11.1%
P68	BUS	LOCAL	ALL DAYS	1,112	758	648	149	-11.8%
P69	BUS	COMMUTER	WEEKDAYS ONLY	172			2	-0.9%
P7	BUS	COMMUTER	WEEKDAYS ONLY	300			-18	6.5%
P71/71	BUS	COMMUTER	WEEKDAYS ONLY	198			6	-2.7%
P76	BUS	COMMUTER	WEEKDAYS ONLY	274			27	-8.9%
P78	BUS	LOCAL	WEEKDAYS ONLY	754			-3	0.3%
RED	RAIL	RAPID	ALL DAYS	3,757	3,727	2,656	826	-18.0%
SLVR	RAIL	RAPID	ALL DAYS	2,098	1,463	1,091	1,366	-39.4%
SWL	RAIL	RAPID	ALL DAYS	568	531	339		
Y1/Y46	BUS	LOCAL	ALL DAYS	996	466	431	-21	2.2%
Y45	BUS	COMMUTER	WEEKDAYS ONLY	66			5	-7.5%
Y47	BUS	LOCAL	NO SUNDAYS	558	372		-30	5.7%
Y49	BUS	LOCAL	ALL DAYS	680	560	421	-9	1.3%

RIDERS/ REVENUE HR WEEKDAY	RIDERS/ REVENUE HR SATURDAY	RIDERS/ REVENUE HR SUNDAY	COST/ RIDER SERVED	PERCENT OUT OF SERVICE	ON-TIME PERFORM-ANCE	PERCENT OF TRIPS CROWDED	AVERAGE STOP SPACING
37.6	36.1	31.7	\$8.00	0.1%	54%	1.3%	570
32.9	26.7	22.5	\$9.96	0.4%	57%	0.4%	719
24.2	25.4	21.8	\$11.26	0.1%	63%	0.5%	615
21.8	21.1	17.5	\$13.75	0.2%	68%	0.3%	634
23.8	20.3	16.4	\$11.99	0.1%	67%	0.0%	829
10.9	7.4	6.9	\$27.29	0.3%	70%	0.0%	670
17.4	21.3	16.9	\$19.02	0.1%	61%	0.0%	806
20.5	17.6	15.7	\$14.97	0.3%	65%	1.1%	778
22.6			\$18.36	0.4%	57%	0.0%	1,210
14.0	12.3	12.0	\$20.03	0.1%	61%	1.3%	3,342
32.9			\$14.49	0.1%	71%	0.1%	1,314
18.2			\$19.67	0.2%	67%	0.1%	1,025
16.0	11.5	11.7	\$17.47	0.3%	62%	0.1%	1,142
31.4	26.5	30.7	\$11.21	0.5%	52%	3.7%	713
30.5	25.9	28.9	\$11.20	0.5%	52%	2.8%	803
36.1	31.3	33.3	\$8.97	0.7%	47%	6.7%	994
28.7	25.9	29.0	\$11.33	0.3%	71%	3.6%	918
37.5	27.9	29.8	\$8.10	0.0%	64%	4.5%	589
44.2	34.8	35.5	\$6.87	0.1%	47%	7.1%	676
32.5	30.8	29.1	\$8.54	0.1%	61%	3.8%	652
28.0	21.0	19.4	\$10.44	0.1%	73%	2.9%	608
29.3	24.6	19.0	\$32.66	1.0%	85%	--	2,408
27.2	19.9	15.6	\$12.73	0.2%	84%	0.1%	2,910
14.5			\$28.99	0.5%	76%	0.2%	5,960
19.0			\$22.04	0.6%	80%	0.1%	1,616
--	--	--	--	--	--	--	272
19.1			\$22.62	0.2%	77%	0.0%	3,816
20.7			\$16.23	0.1%	64%	0.1%	2,440
8.3			\$55.81	0.1%	69%	0.0%	1,301
53.8	49.3	49.7	\$5.33	0.1%	83%	1.7%	3,939
14.0			\$28.99	0.1%	64%	0.0%	1,662
13.9			\$25.16	0.1%	57%	0.2%	3,055
14.8			\$28.01	0.1%	69%	0.0%	1,209
13.6			\$29.64	0.1%	54%	0.0%	1,616
18.8			\$14.24	0.1%	61%	0.3%	966
35.2			\$8.07	0.1%	81%	1.7%	1,896
19.9			\$21.77	0.4%	58%	0.0%	1,853
17.4	16.8	14.7	\$16.68	0.1%	66%	0.1%	1,328
19.9			\$22.26	0.0%	60%	0.1%	1,437
13.8			\$25.36	0.1%	73%	0.0%	1,733
11.6			\$25.33	0.1%	66%	0.1%	973
16.8			\$22.88	0.1%	68%	0.0%	2,215
15.8			\$19.85	0.0%	69%	0.2%	1,240
30.9	32.8	26.4	\$20.92	1.4%	80%	--	2,009
25.8	24.9	19.3	\$36.05	0.6%	87%	--	2,352
27.0	26.9	19.5	\$35.29	1.6%	88%	--	2,058
15.6	13.5	13.8	\$21.19	0.4%	70%	0.1%	1,713
11.5			\$37.44	0.1%	73%	0.0%	1,379
17.3	12.7		\$17.70	0.2%	70%	0.1%	1,426
19.7	18.3	17.0	\$15.17	0.1%	72%	0.1%	1,424



A Y47 route bus heading outbound on the South Busway toward CCAC South.

OPERATIONAL CHANGES IMPACTING SERVICE

■ BRIDGE WEIGHT LIMIT CHANGES

PRT conducts a systemwide audit to identify changes in posted weight limits by PennDOT for bridges in PRT's service area twice a year, or additionally as needed. The February 2025 audit resulted in a temporary detour for the 14 route in Glen Osborne Borough until the safe operation on Beaver Road could be confirmed by PennDOT officials.

Other operational impacts identified in FY25 included an emergency closure of the Herron Avenue Bridge (which reopened in September 2025) requiring a service detour for the 54D route, and an emergency closure of the Panther Hollow Bridge that PRT uses for detours. Additionally, PRT operations in FY25 remained impacted by the ongoing closure of the Charles Anderson Bridge (Boulevard of the Allies at Schenley Park), necessitating a long-term detour for the 65 and 93 bus routes. Other weight-limited bridges that remain open to PRT service/certain PRT buses in FY25 include:

- Smithfield Street bridge over the Monongahela River (impacting the following routes: 39, 40, 41, 43, 44, 48, 51, 51L, Y1, Y45, Y46, Y47, Y49)
- South Negley Avenue bridge over the East Busway (64)
- McKeesport Boulevard Bridge over Union Pacific Railroad in Dravosburg (56)
- West Carson Street Bridge over Chartiers Creek (22)
- Larimer Avenue Bridge over Washington Boulevard (74)
- Summit Park Drive Bridge over Montour Run in North Fayette (29)

Buses longer than 40-feet long are not authorized to use these bridges so they remain within the posted weight limits. PRT staff continue to monitor changes to posted weight limits both on bridges with passenger service and those used for detours or other operational purposes.



A Red Line light-rail train in the North Shore heading to Allegheny Station.

SERVICE CHANGES

■ SERVICE REQUEST PROCESS

PRT's Service Standards outline a process for the public to request major service changes. However, with PRT Service Development staff actively engaged with the Bus Line Redesign project, all service requests are encouraged to be submitted through the project website, at in-person and virtual engagement events, by sending letters or emails, or by calling customer service.

The Bus Line Redesign project team has processed, considered, and prioritized over 12,000 public comments from the first draft, Draft Network 1.0. Through the process of revising the second draft, Proposed Network 2.0, the project team made a significant effort to address and incorporate as much public feedback as possible within operational and budgetary constraints. PRT plans to publish Proposed Network 2.0 in Spring 2026 and carry out a comprehensive, inclusive, and meaningful round of public engagement. This public feedback will help the project team refine the final Bus Line Redesign plan.

■ MAJOR SERVICE CHANGES IN FY 25

There were no major service changes implemented during FY25.



A 40 route bus, and another bus behind it, serving the super stop on Smithfield Avenue.

LOOKING AHEAD

■ NEXT STEPS FOR FISCAL YEAR 2026

PRT will use the findings from this report to guide service improvements in FY26, with a focus on reducing crowding, improving on-time performance, and continuing steady ridership growth.

Several of PRT's most crowded routes are expected to see relief as service frequency increases and bus assignments are adjusted to better match demand. Improving reliability will also remain a top priority. PRT will continue reviewing schedules and adjusting run times to minimize delays, particularly on routes affected by ongoing construction in key corridors.

In FY26, PRT will address poor OTP by adjusting run times to better reflect conditions on the street, establishing more places buses can catch up if they are ahead of schedule, and increasing layover time when buses are running late so the next trip can begin on time. These service improvements build more operational flexibility into the routes to improve their performance. PRT has envisioned other long-term solutions to improve OTP and they are woven into the planned implementation of the Bus Line Redesign project.

To support continued ridership growth, PRT will refine how it measures and manages service performance, ensuring resources are used efficiently and equitably across the network. The agency will also begin updating its Transit Service Standards to reflect evolving travel patterns and operational goals.

■ CONCLUSION

Fiscal Year 2025 marked a pivotal moment for Pittsburgh Regional Transit - a year of operational recovery, organizational stability, and forward momentum. While the statewide funding conversation remains unresolved, PRT's progress this year demonstrates its resilience and commitment to riders. The agency continues to strengthen its workforce, modernize its infrastructure, and plan for a more efficient and equitable transit network.

Looking ahead, PRT will continue to collaborate with partners across all levels of government and the community to secure the resources needed to sustain and expand service. Together, we can ensure that public transit remains a driver of opportunity, growth, and connection for the entire Pittsburgh region.



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