Pittsburgh Regional Transit

Annual Service Report

Fiscal Year 2023

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)

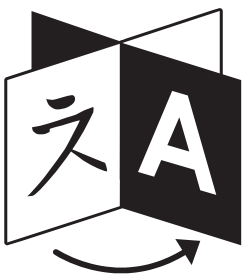
@pghtransit @pghtransitcare @pghtransitalert

@pghtransit

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?

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Customer Service 412.442.2000

Contents

Contents (continued)

ACKNOWLEDGEMENTS

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.

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 January 2024

LETTER FROM THE CEO

Dear Pittsburgh Regional Transit Stakeholders,

I am pleased to present our Fiscal Year 2023 Annual Service Report, reflecting the challenges and triumphs we've experienced as a public transit agency over the last year. Despite the ongoing hurdles stemming from the pandemic, our dedication to service excellence remains unwavering.

This year continued to pose significant obstacles with ridership still below pre-pandemic levels, lower staffing levels, and federal funding beginning to taper off. However, our resilience shines through as we adapt to the evolving landscape. We've optimized resources to maintain as much service efficiency, ensuring that those who depend on us continue to experience a high standard of transit service.

While acknowledging the difficulties, it's crucial to underscore the bright future ahead. Initiatives are underway to reignite ridership and enhance the overall transit experience. As our communities recover, we are poised to play a pivotal role in driving economic revitalization and fostering sustainable mobility solutions.

I extend my gratitude to the entire PRT team for their commitment and to our riders for their continued trust.

Together, we navigate these challenges, confident in our ability to forge a resilient and thriving transit future throughout Allegheny County.

Sincerely,

Katharine

Katharine Kelleman
CEO, Pittsburgh Regional Transit


G31 BRIDGEVILLE FLYER
1718
Port Authority

SYSTEM OVERVIEW

INTRODUCTION

Pittsburgh Regional Transit strives to be our region's transportation mode of choice by delivering an innovative network that is clean, sustainable, and equitable, and a network that enables individuals, businesses, and economies to thrive. PRT's Transit Service Standards, last amended by the PRT Board in April of 2023, put forward various performance metrics to evaluate the agency's progress towards its goals of efficient, effective, and equitable service. At the end of each year the agency gathers all its service data and measures that year's performance against the service standards as compared to the past four consecutive years. This way the agency can identify areas of success and opportunities for improvement in the upcoming year. This information is compiled in a report format to create the Annual Service Report, which is a public facing document.

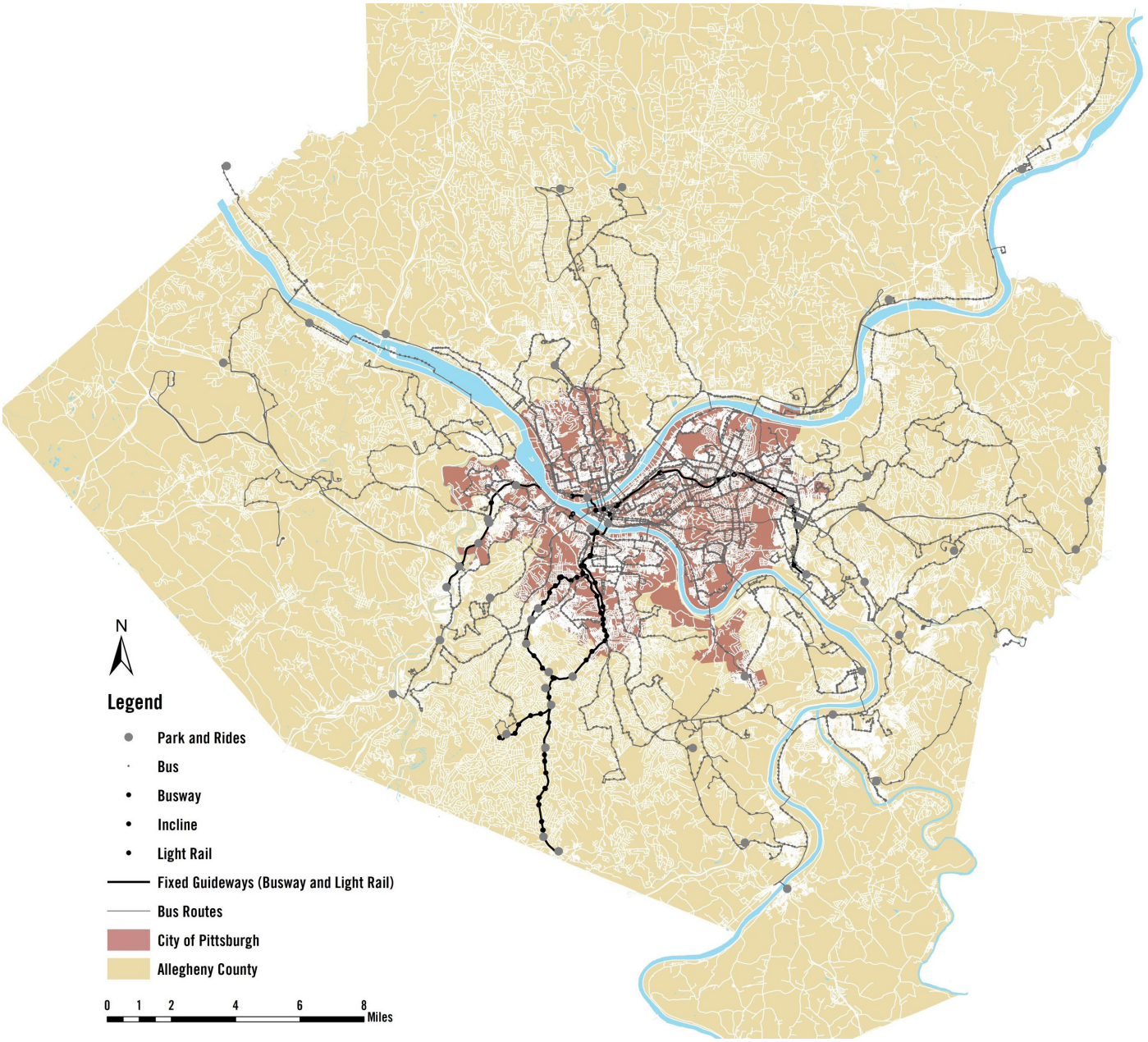
The Annual Service Report is based on fiscal year data (July 1st of the prior calendar year through June 30th of the stated year). Both systemwide and route specific performance reporting data covers the entire 2023 fiscal year in this report. All performance metrics in this report reflect the amended service standards.

PRT hopes that this era of transparency and data-driven decision-making assures riders that the organization is constantly striving to better itself and evolve with new technologies and data, while maintaining its emphasis on local knowledge and a deep understanding of the communities it serves.

In Fiscal Year 2023 (FY23) PRT did not evaluate service requests. PRT launched a bus network redesign in late 2023, so requests for service were folded into that process. See page 40 for an explanation of PRT's bus network redesign process.

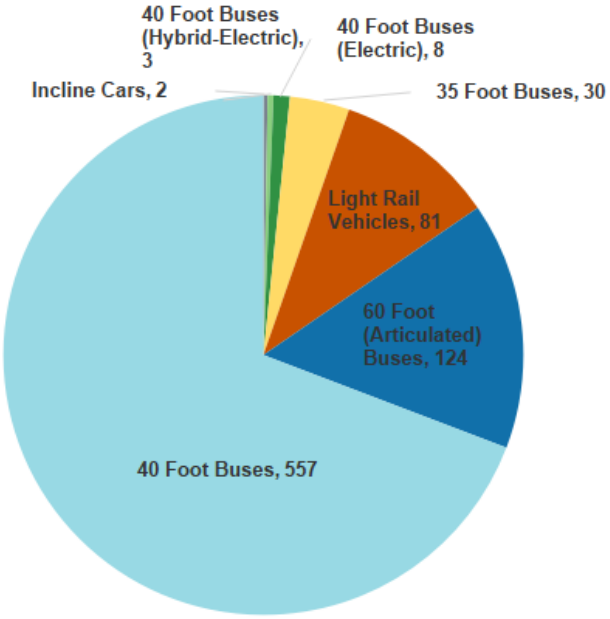
OVERVIEW OF SERVICES

Pittsburgh Regional Transit provides public transportation serving the 775 square mile area within and immediately adjacent to Allegheny County. These services include 93 bus routes, three light rail routes, and two inclined planes or funiculars (one of which is operated by an outside entity and is therefore not included in this report). PRT also sponsors the ACCESS paratransit program, which provides door-to-door, advance reservation, shared ride service is contracted through a third-party provider. These services are supported by more than 6,700 transit stops and stations, over 600 shelters, 51 Park and Ride lots, 123 locations where customers can purchase fare cards and tickets, and various operational centers (including one light rail center, four bus garages, one heavy maintenance bus facility, and one general maintenance facility).



FLEET

PRT's current fleet is 722 buses and 81 light rail vehicles. A breakdown of the number of vehicles by type can be seen in the chart to the right.



STOPS & STATIONS

PRT has 6,600 for buses, 100 for light rail, and four for the inclines for a total of 6,704 transit stations and stops.

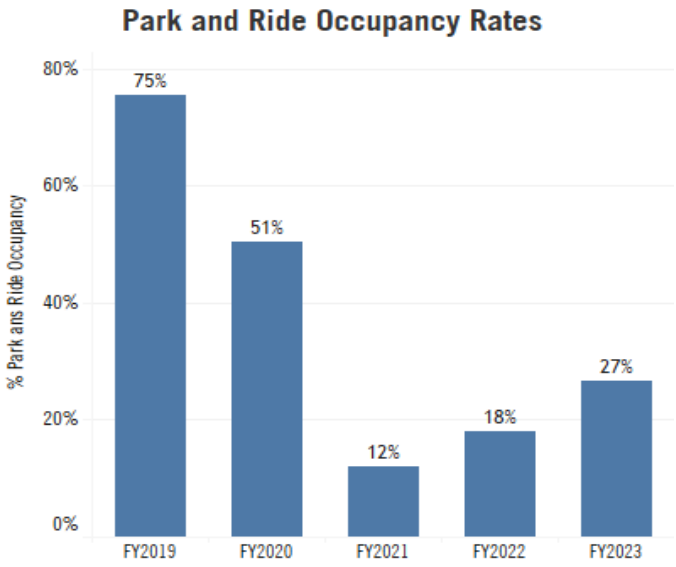
SHELTERS

With over 600 shelters, almost 9 percent of transit stops/stations provide coverage. PRT has 148 shelters at fixed guideway (light rail and busway) stations and 143 shelters at bus stops throughout the county. Additionally, 309 bus stops have shelters owned by other entities.

PARK & RIDE LOTS

PRT riders have access to 51 Park and Ride lots with 13,390 parking spaces. PRT owns 25 of these lots (totaling 7,368 spaces). The remaining lots (26 lots with 6,022 spaces) are either leased by PRT or are owned by another entity but advertised in PRT's system due to their proximity to transit service. The Park and Rides provided access to over 7,100 trips per day, or about 7% of PRT's average weekday riders in FY23.

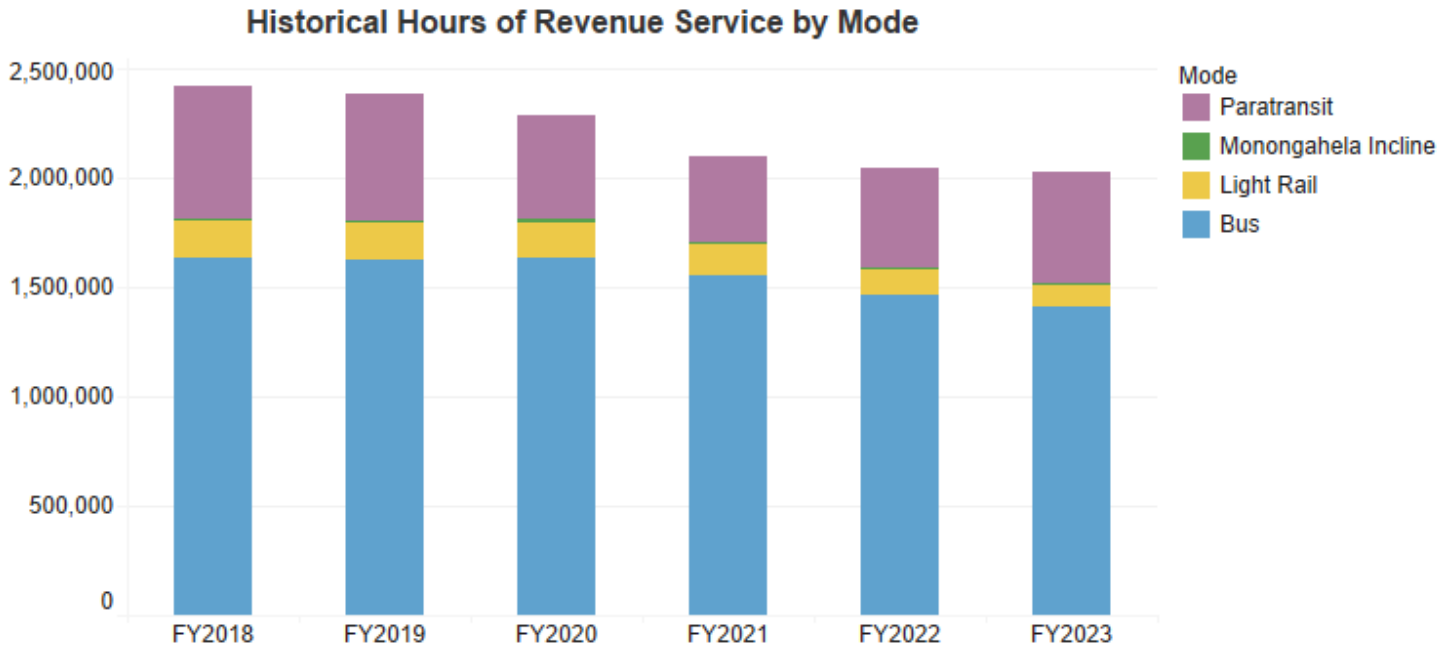
These parking lots averaged nearly 27% full in FY23, a 9% increase over FY22. The chart below shows the drop in occupancy due to the pandemic and the slow return of patrons to the parking lots.



SERVICE AND RIDERSHIP

SERVICE LEVELS

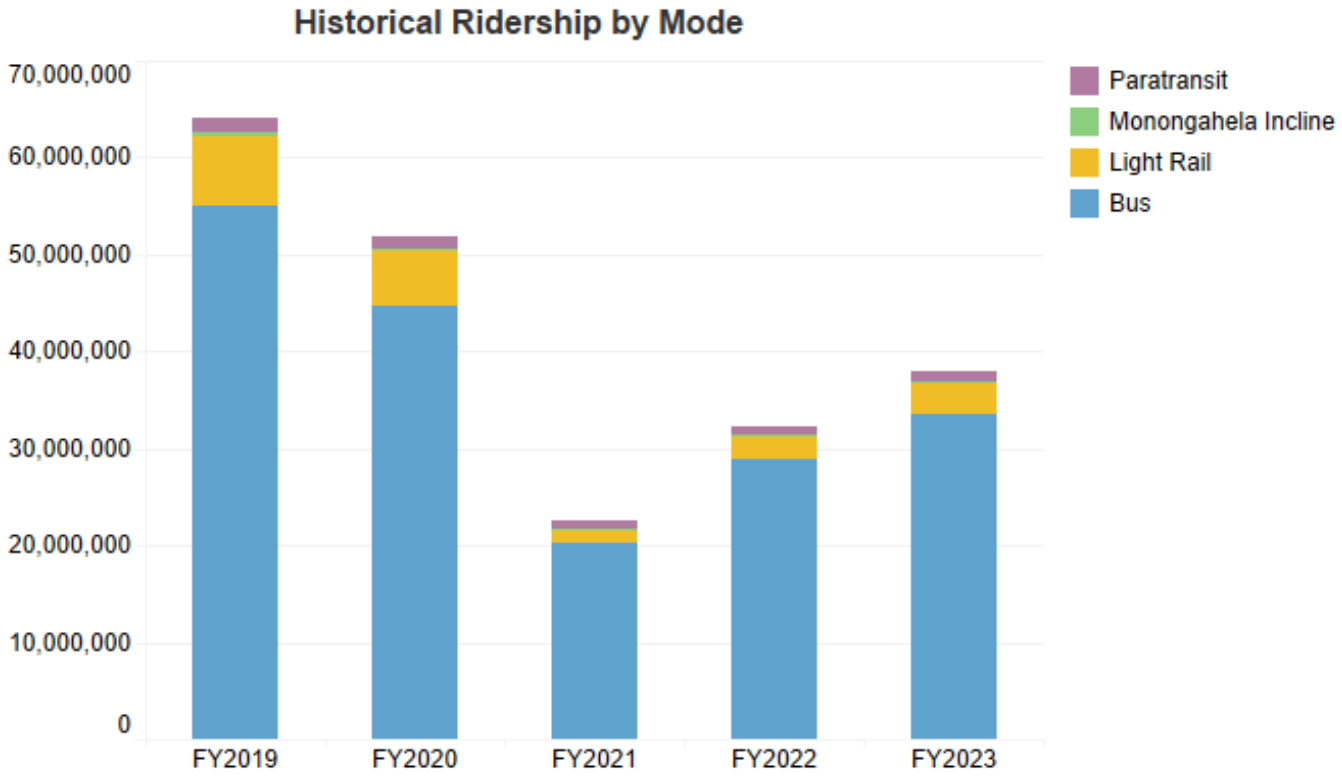
In FY23, PRT provided 2,025,498 revenue service hours which is approximately 1% lower than levels in FY22. The trend of reducing service began with the COVID-19 pandemic, during which service reductions were necessary to provide reliable service amidst the growing operator shortage and low ridership. Total annual hours of service in FY23 were roughly 15% lower than FY19, prior to the start of the pandemic.



RIDERSHIP

In FY23, ridership increased as passengers returned to the system following the waning phases of the pandemic. FY22 ridership increased 42.6% above FY21 levels, and in FY23 ridership increased by an additional 17.3% over FY22. PRT's overall ridership totaled 36,981,781 in FY23. This is 57.3% of prepandemic ridership.

All modes in FY23 saw ridership increases except the Monongahela Incline. Bus ridership increased by 16%, light rail by 48%, and ACCESS paratransit by 10% from FY22 levels. Monongahela Incline ridership decreased by 52% because it was closed for approximately half of the year for maintenance.



PEER AGENCY SELECTION

The following pages describe Pittsburgh Regional Transit's efficiency and effectiveness metrics, which are provided both historically as well as in comparison with peer agencies. PRT compares itself to nine peer transit agencies across the U.S. with which it has some combination of similar city/metropolitan area population, similar transit service levels, or similar modes of service provided. Information about each of these attributes is collected from the National Transit Database (NTD), the primary source of information regarding transit agencies across the country. Each year, federal funds are allocated to these transit agencies based on the performance data provided to the NTD.

Peer agency ridership, service, operating, and expense data across all metrics is compared to FY22, the most recent year for which data is available.

Agency Name	Location	Service Area (mi^2)	Service Area Population	Bus	LRT	Para-transit	Inclined Plane	Annual Total Ridership	Annual Operating Expense
Maryland Transit Administration (MTA)	Baltimore, MD	2,560	7,811,145	x	x	x		50,205,947	$866,270,026
Niagara Frontier Transportation Authority (NFTA)	Buffalo, NY	336	809,275	x	x	x		13,157,440	$138,137,098
The Greater Cleveland Regional Transit Authority (RTA)	Cleveland, OH	458	1,412,140	x	x	x		19,081,613	$239,698,711
Regional Transportation District (RTD)	Denver-Aurora, CO	2,342	2,920,000	x	x	x		61,284,680	$664,481,002
Milwaukee County	Milwaukee, WI	241	943,240	x		x		18,849,230	$153,795,407
Metro Transit	Minneapolis, MN	492	1,731,667	x	x			38,794,641	$412,201,818
Pittsburgh Regional Transit	Pittsburgh, PA	775	1,238,090	x	x	x	x	32,328,532	$453,583,386
Tri-County Metropolitan Transportation District of Oregon	Portland, OR	383	1,558,315	x	x	x		49,615,343	$506,016,010
Bi-State Development Agency of the Missouri-Illinois Metropolitan District	Saint Louis, MO	558	1,563,103	x	x	x		18,508,770	$265,759,598
King County Metro Transit	Seattle, WA	2,134	2,287,050	x		x		66,445,408	$846,712,438

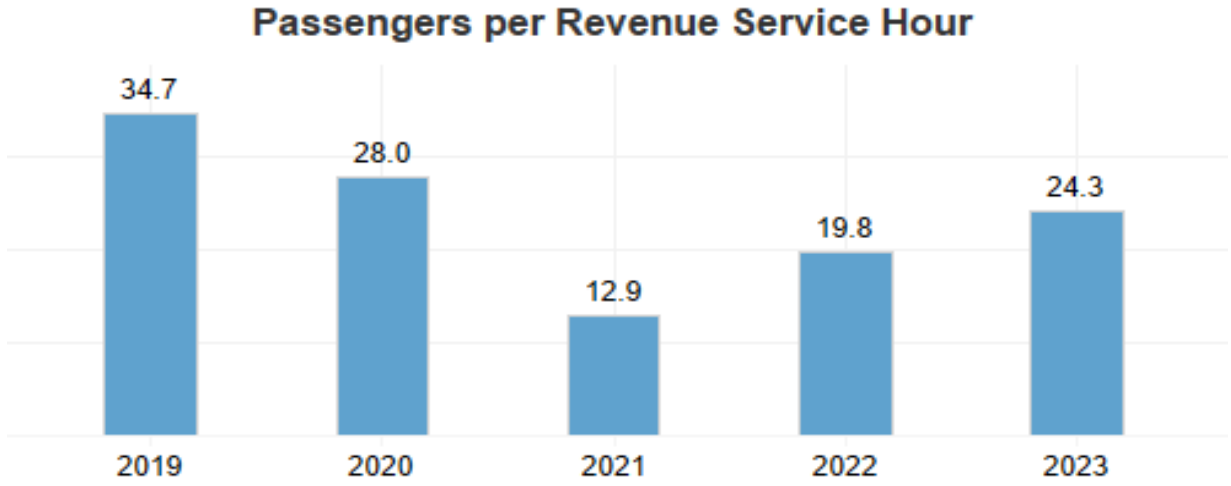
SYSTEM EFFICIENCY

PRT strives to provide the highest amount of value to riders and taxpayers by using resources efficiently. This is achieved by maximizing the number of passenger trips provided with available resources, such as time, vehicles, and staff. Three metrics are used to evaluate PRT's efficiency: passengers per revenue vehicle hour, cost per passenger served, and percentage of time spent in revenue service.

Peer agency comparisons may include data for different modes pertaining to the specific agency and therefore may not always be directly comparable. Unless otherwise stated, the **data does not include paratransit**.

PASSENGERS PER REVENUE VEHICLE HOUR

The amount of time spent transporting passengers is an important indicator of the efficiency of the transit system. PRT measures the number of passengers it carries per hour of revenue service (time spent picking up and dropping off passengers) it provides. In FY23, PRT carried, on average, 24.3 passengers per hour of revenue service provided. This is almost 23% more efficient than the FY22 efficiency of 19.8 passengers per hour. The ridership increase during the same period was 17.5% (without paratransit). The improved efficiency of FY22 over FY23 can be attributed to the return of riders on all modes despite having service disruptions due to workforce shortages.

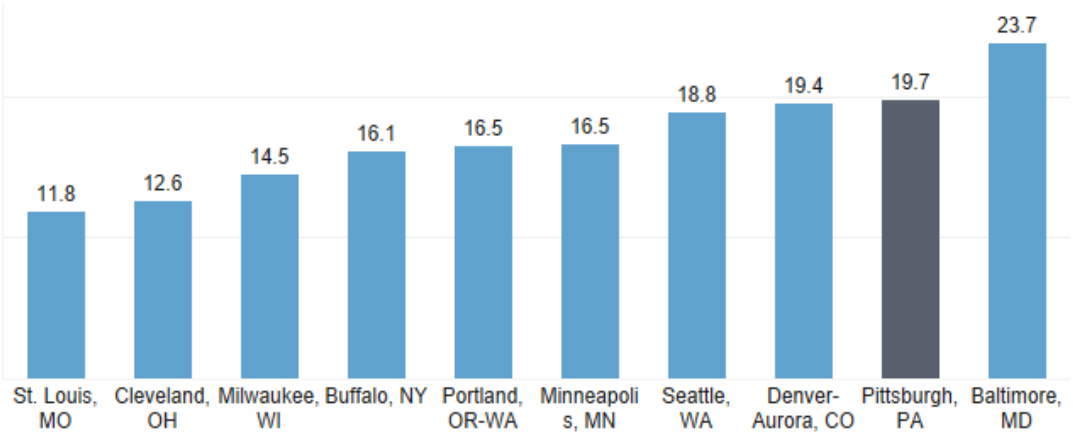


PEER ANALYSIS BY MODE

PRT buses performed well compared to those at peer agencies, carrying 19.7 passengers per hour of revenue service provided in FY22. It ranked second among 10 peer agencies.

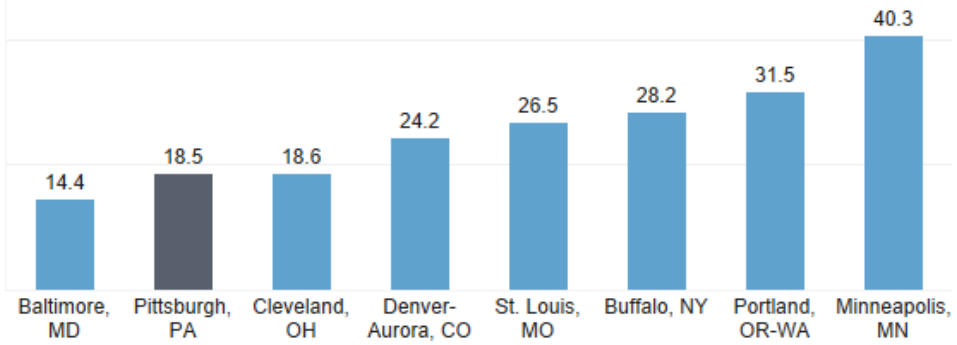
Note that peer agency data is compared to FY22, the most recent year for which data is available.

Passengers per Revenue Service Hour; Bus (FY2022)



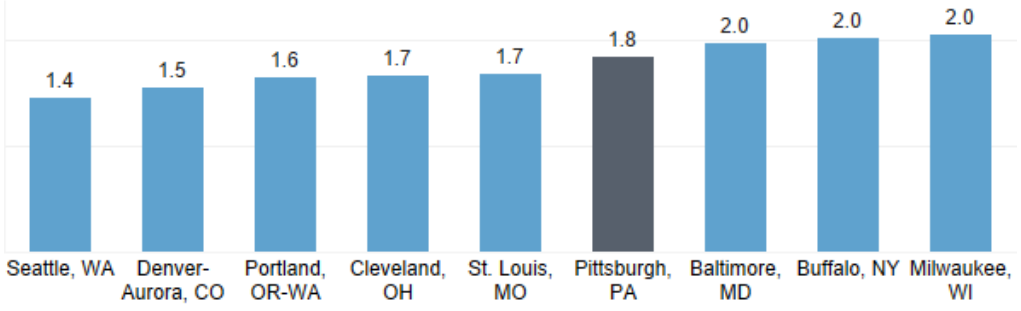
PRT Light Rail performed less efficiently compared to those at peer agencies, carrying 18.5 passengers per hour of revenue service provided in FY22.

Passengers per Revenue Service Hour; Light Rail (FY2022)



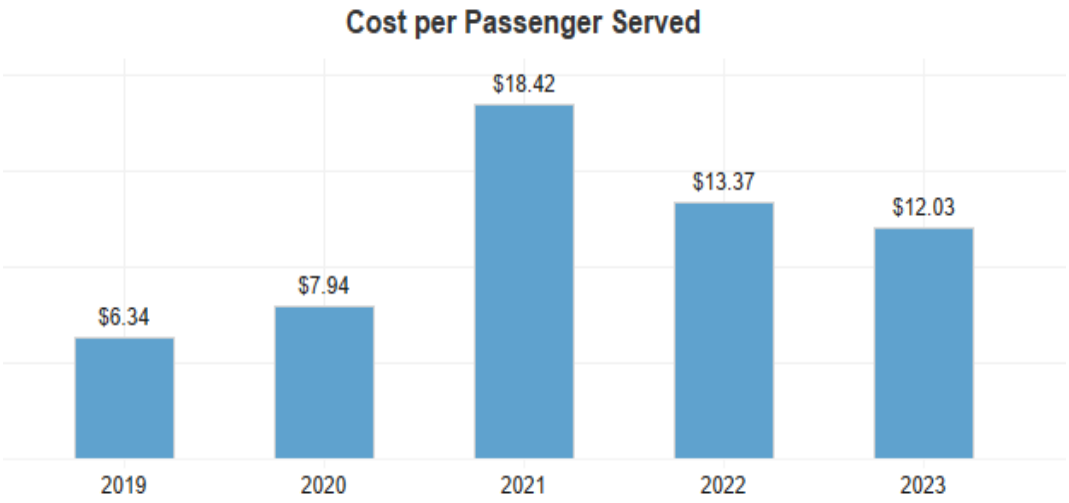
ACCESS Paratransit performed moderately compared to those at peer agencies, carrying 1.8 passengers per hour of revenue service provided in FY22.

Passengers per Revenue Service Hour; Paratransit (ACCESS) (FY2022)

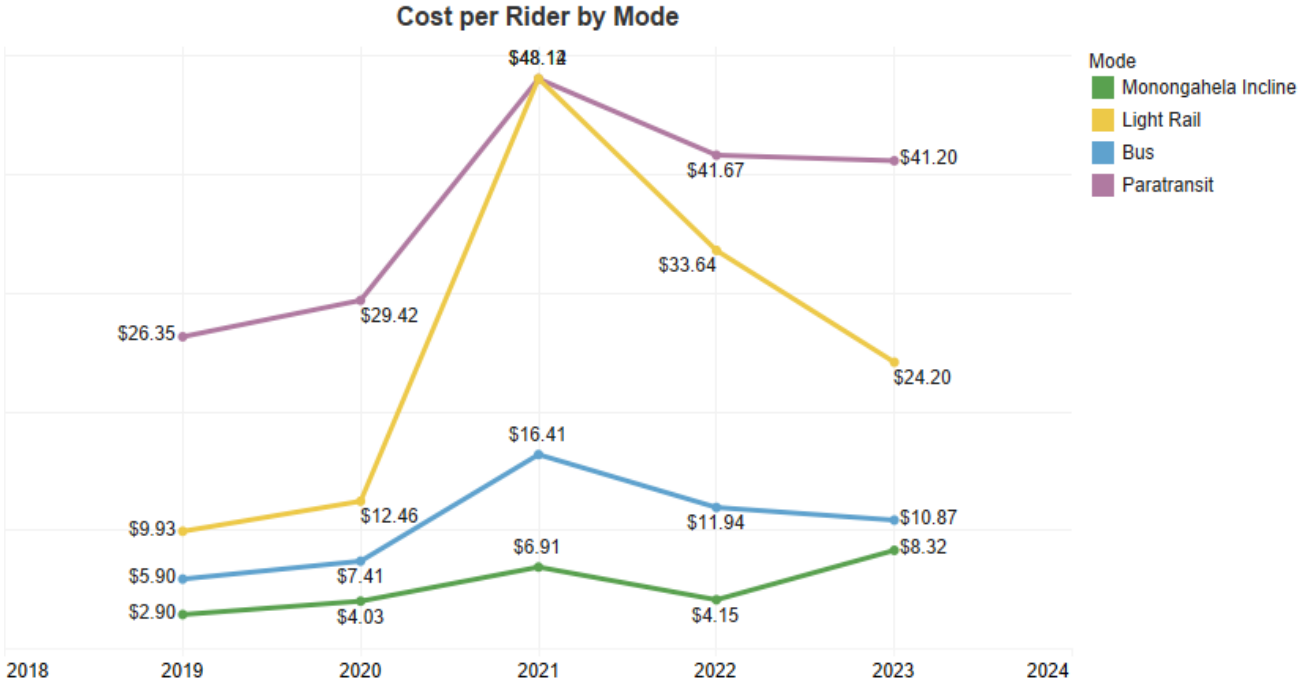


COST PER PASSENGER SERVED

In addition to passengers served per revenue service hour and vehicle in-service time, cost per passenger served is another important measure of efficiency. In FY23, it cost PRT an average of $12.03 to transport each passenger it carried, roughly a 10% decrease from FY22. The lower cost per rider incurred in FY23 was due to an increase in ridership and a slight decrease in service.



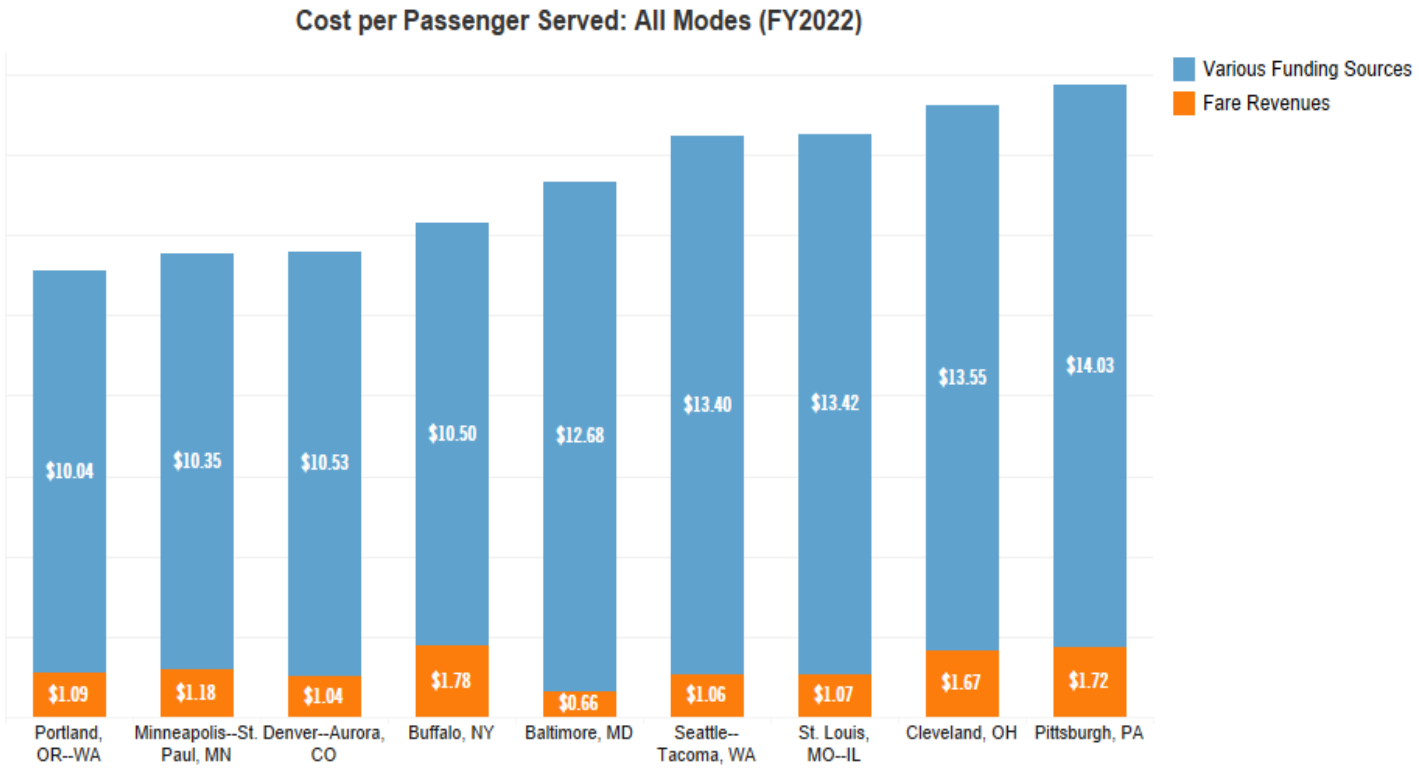
PRT's year-over-year cost per rider by mode is below. In FY23 light rail was still experiencing higher than normal costs resulting from the drastic drop in ridership as the result of the pandemic. Ridership has been steadily returning and as such, the cost per rider decreased by approximately 28% to $24.20 in FY23. Similarly, with ridership increasing in FY23, bus cost per rider decreased by 8.9% to $10.87. Incline costs were disproportionately higher than previous years due to being closed for a scheduled rehabilitation project for six months. Cost per rider in FY23 for the incline doubled to $8.32.



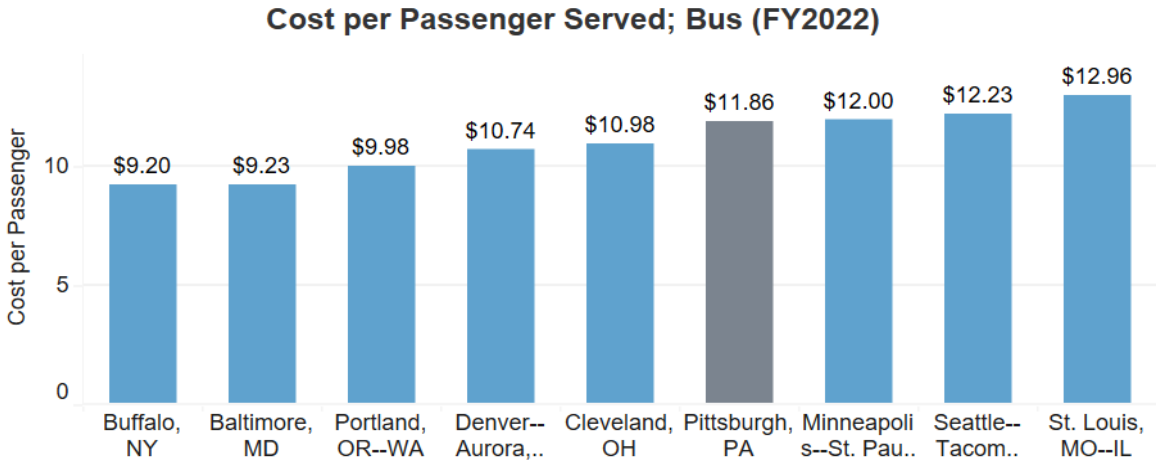
PEER COST PER PASSENGER SERVED

PRT's cost per passenger served in FY22 was the highest among its peers. Nationwide, many agencies made large reductions in scheduled service hours during the pandemic, while PRT made multiple small reductions. These costs can also be attributed to an older system with significant legacy costs, significant congestion, long-standing collective bargaining agreements, and the region's unique topography which affects the efficiency of vehicles getting to and from places where it begins service, as well as vehicle maintenance costs. In FY22, fare revenue covered 8.7% ($1.72) of the cost per rider and the rest of the cost was subsidized by Federal, State and local funding sources.

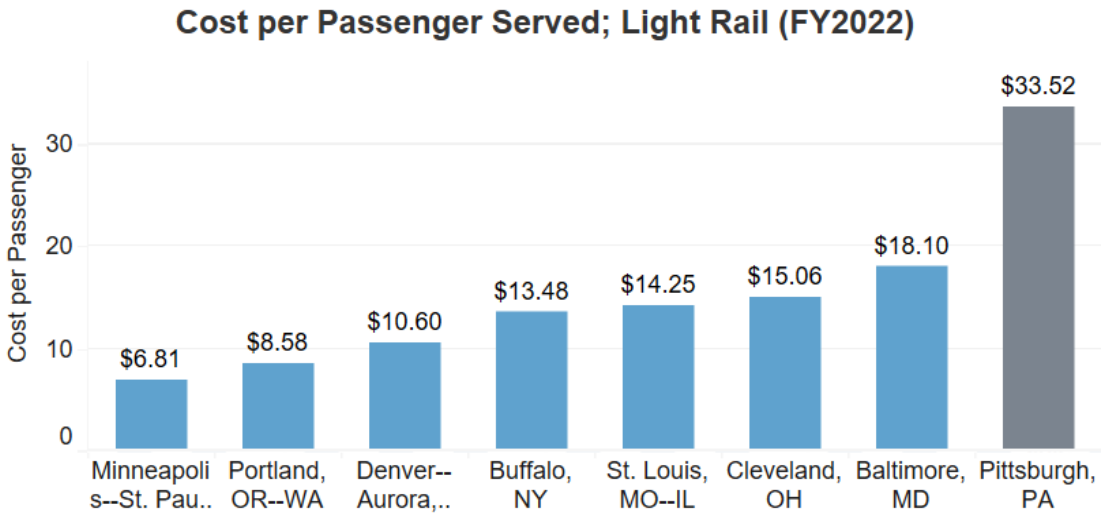
Note that peer agency data is compared to FY22, the most recent year for which data is available.



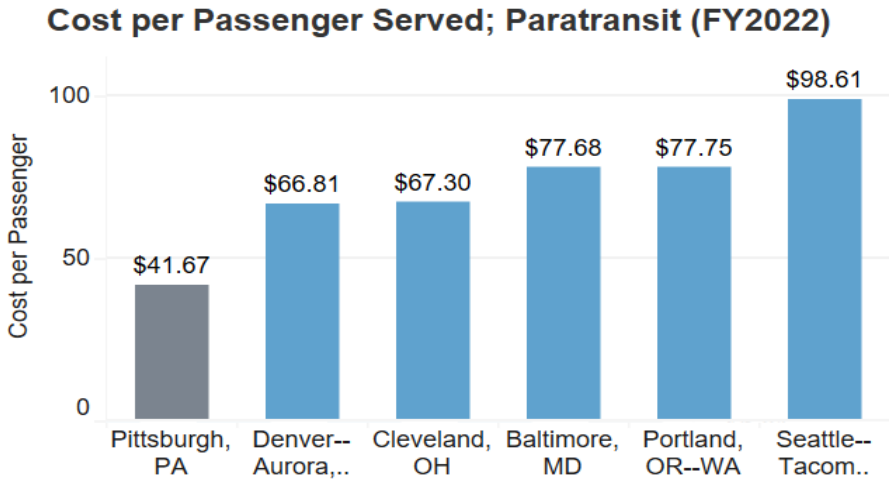
Bus, previously the highest cost per rider in comparison to its peers, decreased to 6th in relation to its lowest peer. It performed moderately well in FY22 with a cost of $11.86 per rider, $5.10 less than the previous year and can be correlated to an increase of ridership.



Light rail had the highest cost per passenger served compared to its peers at $33.52. This is due to the severe decline in ridership for rail and the costs of providing the service. Comparatively high operator and maintenance employee wages and benefits, high maintenance costs (which are impacted by aging infrastructure and challenging topography), and closely spaced stations which contribute to lower speeds.

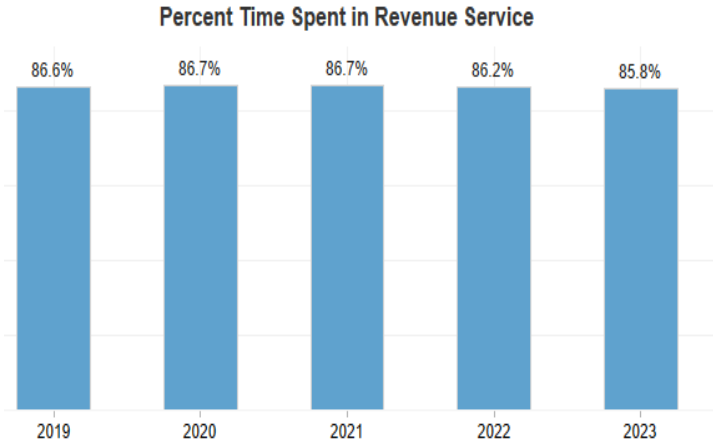


ACCESS paratransit performed very efficiently compared to its peer agencies, with a cost per passenger of $41.67 in FY22, ranking the lowest among its peers. This is a decrease of $4.47 per passenger compared to FY21 levels.



TIME SPENT IN REVENUE SERVICE

PRT continues to seek more efficient ways to provide service and maximize the amount of time that buses are in revenue service (as opposed to driving to/from garages to start or end their trips). This allows PRT to provide the most transit service within the available resources of operator time and vehicles required. The amount of time vehicles spend in service has remained relatively constant over the last five years.



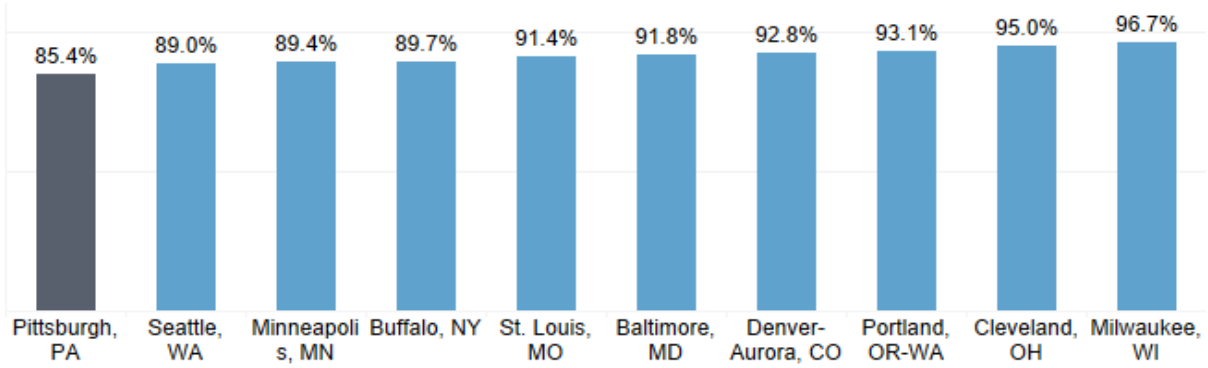
Compared to its peers, PRT had the lowest percentage of time spent in revenue service at 86.2%. Due to geographical challenges of the area's street network, placement of bus divisions, and operational constraints PRT has been the least efficient among our peers. However, PRT continues to look to ways to increase this efficiency. Revenue service time is further broken out by mode in the charts on the following page.

PEER TIME SPENT IN REVENUE SERVICE

Compared to its peers, PRT buses spend the least amount of time in service at 85.4%. One challenge for PRT in this regard is the location of its bus garages - two of which are relatively convenient to areas where service begins or ends, but two of which are farther away from where service is provided. As PRT looks to potentially add another bus garage in the future, the convenience of its location is essential to maximizing the amount of service provided within available resources.

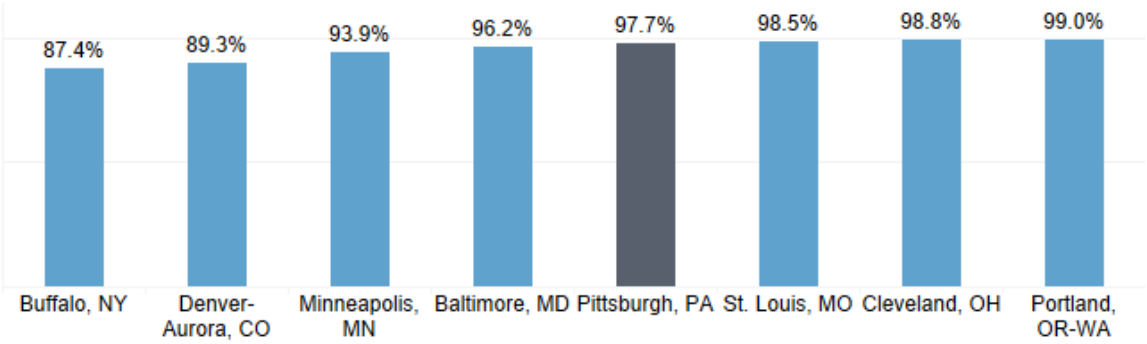
Note that peer agency data is compared to FY22, the most recent year for which data is available.

Percent Time Spent in Revenue Service; Bus (FY2022)



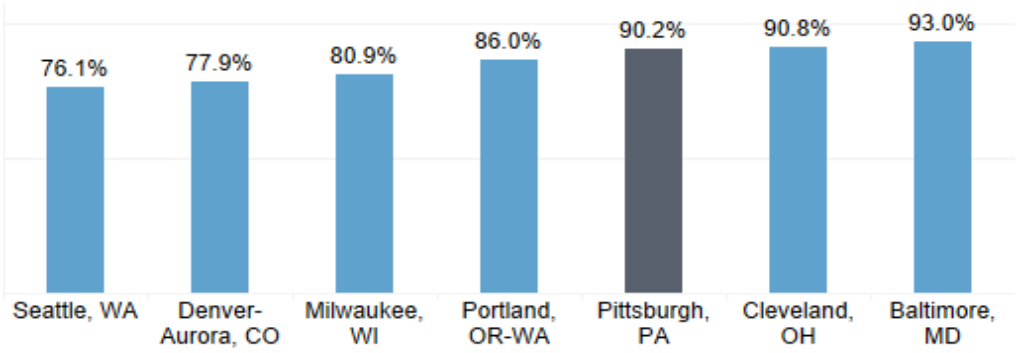
PRT's light rail in-service time is moderate compared to its peers at 97.7%. These numbers do not vary much from one agency to the next, as light rail vehicle storage and maintenance facilities are almost always built near the terminus of a light rail line.

Percent Time Spent in Revenue Service; Light Rail (FY2022)



Compared to its peers, ACCESS paratransit performs moderately well with an average percent time spent in revenue service of 90.2%.

Percent Time Spent in Revenue Service; Paratransit (FY2022)



SYSTEM EFFECTIVENESS

Providing effective transit services means providing services that maximize access to the variety of destinations around Allegheny County. This includes not only residents and jobs, but also medical institutions, shopping, cultural centers, places of worship, parks and recreational areas, and other community assets. PRT defines effectiveness in a variety of ways - on a system level, this includes looking at how many residents and jobs are accessible to transit within a reasonable walking distance, the timeliness of those transit services (on-time performance) so that riders can get to their destinations as planned, and crowding on vehicles to ensure there is space for people to access those transit services when they arrive.

WALKABLE SERVICE AREA

While PRT service does not cover every area in Allegheny County, almost two-thirds of all jobs and almost half of all residents were within walking distance of transit due to high population density in the urban core in FY23. On weekdays, over 48% of residents and 61% of jobs in the county have walkable access to transit. Due to lower service on Saturdays and Sundays, the all-day walkshed provides access to over 44% of all residents and almost 59% of jobs. There was an 11 percent decrease for residents and two percent decrease for jobs in the weekday walkshed, and an eight percent decrease in residents and one percent decrease in jobs respectively for the all-day walkshed compared to last year's analysis. This data is displayed in the chart and map on the following page.

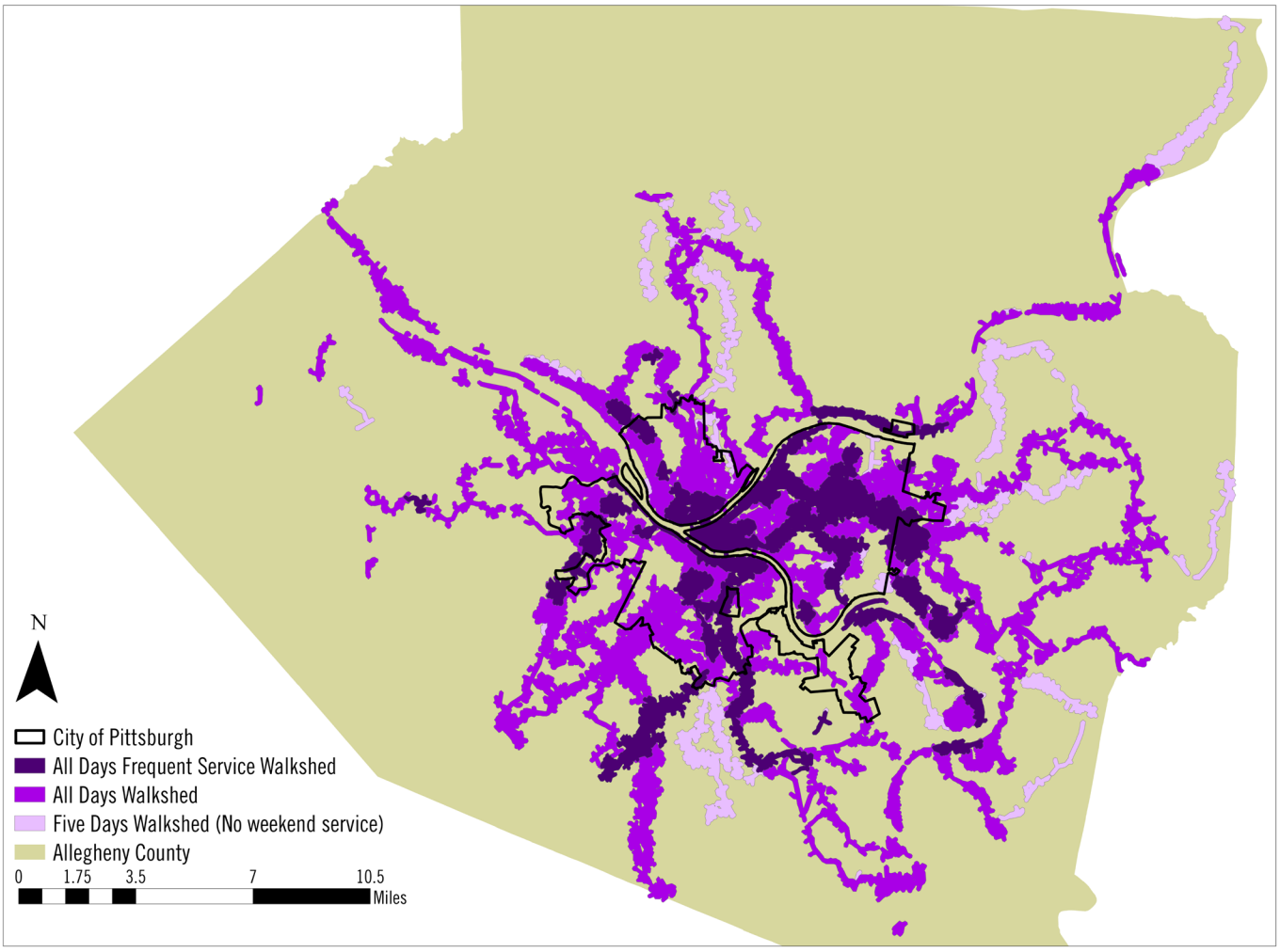
FREQUENT SERVICE AREA

Being able to access transit services is vital to many communities, but also being able to access transit without having to schedule life activities around transit schedules promotes mobility and allows residents the freedom of not owning a personal vehicle. In order to have such mobility, it is vital that transit is more frequently available. PRT defines a "frequent service area" as the 1/4 mile area around a transit stop or the 1/2 mile area around a transit station that has 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.

In FY23, PRT's frequent service area covered 4.3% of the geographic area of Allegheny County but encapsulated over 17% of the residents and 38% of the jobs. Service frequency was reduced in FY23 because there were not enough employees to operate all scheduled trips.

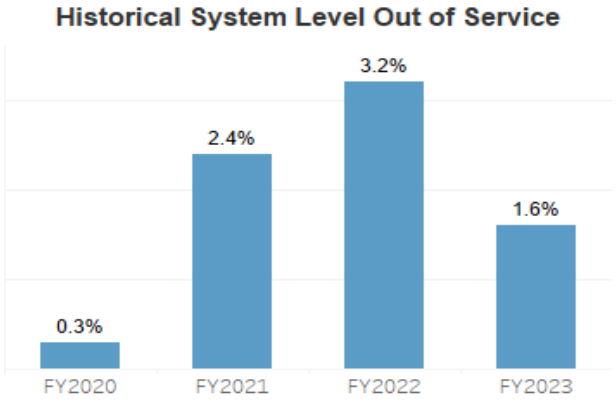
Service Days	Service Area		Population		Jobs	
	Total (miles²)	% of Total	Total	% of Total	Total	% of Total
Five Day Service Walkshed (No weekends)	138.1	18.5%	600,979	48.2%	420,417	61.2%
All Days Service	119.78	16%	550,275	44.2%	401,978	58.5%
Frequent Service	31.74	4.3%	213,962	17.2%	263,769	38.4%
All of Allegheny County	745		1,250,578		687,092	

The map below shows where each of these walksheds occur within Allegheny County. The darkest walkshed represents the frequent service area and the lightest walkshed represents the weekday-only service area, with relative walksheds lightening in color respectively.



OUT OF SERVICE

The COVID-19 pandemic had lasting effects on PRT's ability to maintain 100% of its service. When a scheduled trip fails to be performed it is recorded as out of service. As a result, in FY23 PRT's service standards were updated to include metrics tracking scheduled service hours that were not performed. The system-wide goal for maintaining service is to stay below an out of service percentage of 1.5%. Although PRT did not meet this goal in FY23, 1.6% is an improvement over previous years. Complete route level out of service levels can be seen in the tables on pages 34-35.

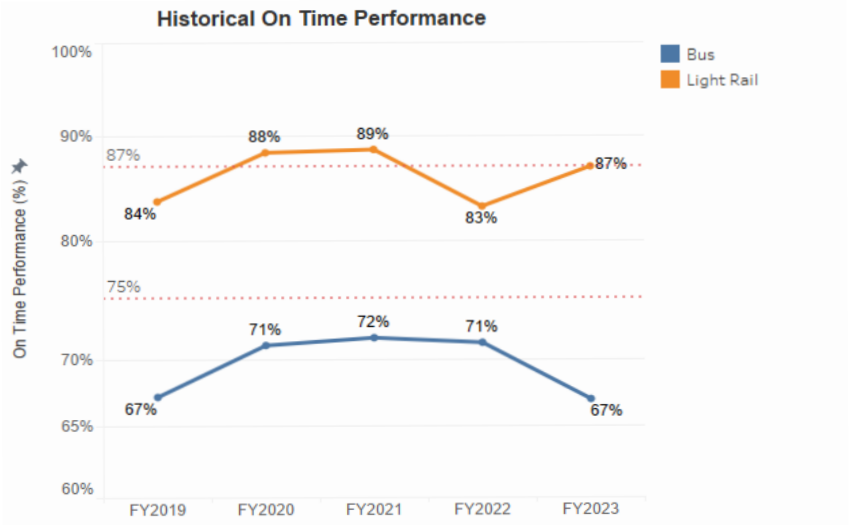


SYSTEM ON-TIME PERFORMANCE

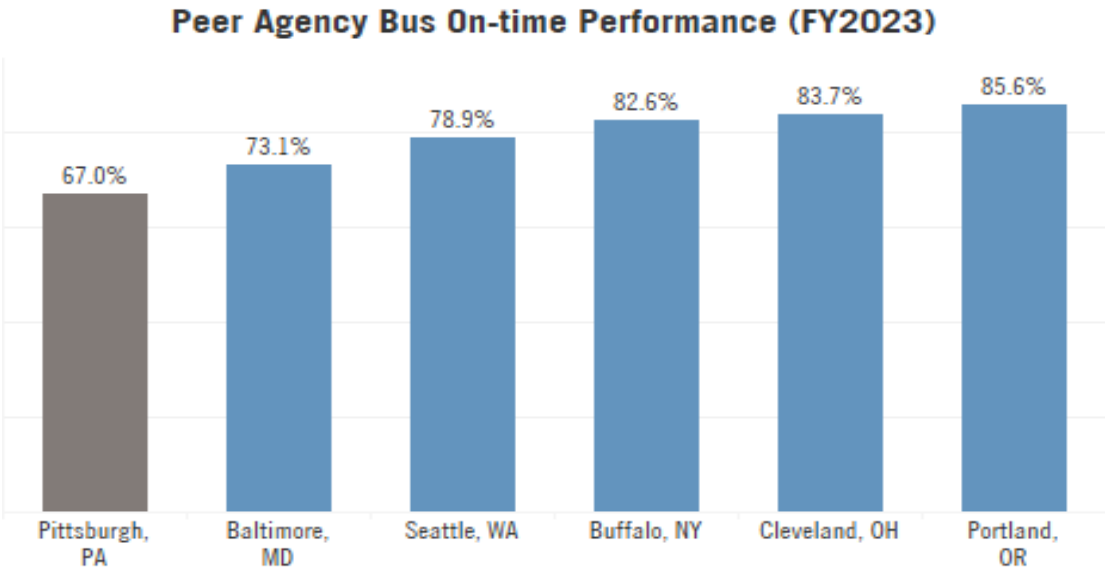
PRT measures on-time performance (OTP) monthly; bus and light rail schedules are updated three times a year to adjust for changes in running times along a route. The Monongahela Incline is not included in on-time performance, as its trips do not run on a schedule.

To be considered 'on-time,' a bus or light rail vehicle must arrive at its timepoint (key stops along its route) within a window of one minute early to five minutes late. On-time performance is collected at every timepoint on every trip through automatic vehicle location (AVL) systems linked to GPS aboard buses and light rail vehicles.

Bus on-time performance decreased from 71% in FY22 to 67% in FY23. Increased ridership, lengthy construction delays, and unavoidable detours due to bridge closures were the major contributors to the decline. Rail on-time performance increased from 83.2% in FY22 to 87% in FY23.



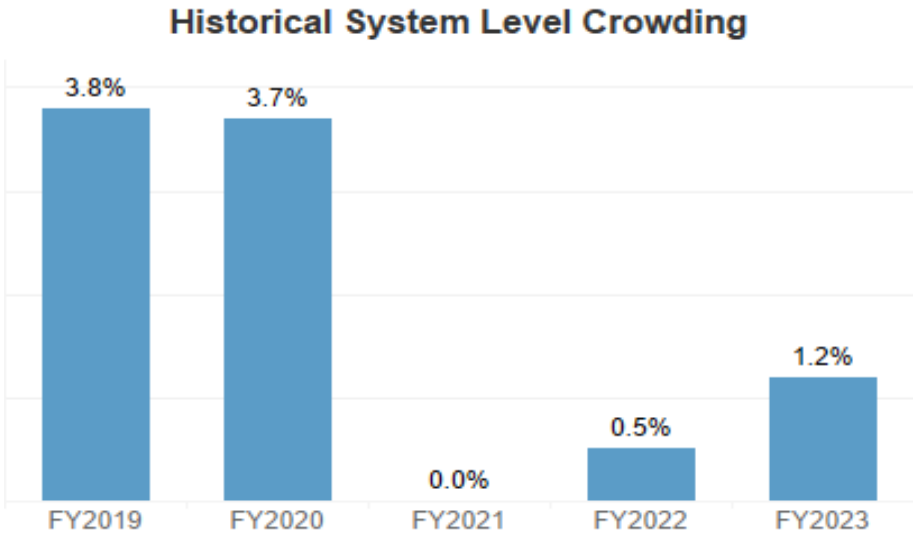
Compared to its peer agencies that report on-time performance data, PRT buses performed least effectively. There is no FTA-mandated on-time performance standard and agencies measure OTP differently, making exact comparisons difficult. Data was collected from agency websites and publicly available reports. Four peer agencies did not have adequate data available for comparison in FY23, therefore they are not reported below.



PASSENGER LOADING: CROWDING

In FY23, crowding was measured by trips exceeding the seated capacity.

Systemwide crowding is 1.2% with average crowding highest on local routes. The highest incidence with trips exceeding a seated load were local routes traveling through Oakland. So, it can be said, the return of on-campus students that positively impacted ridership in FY23 and also contributed to crowding.



SYSTEM EQUITY

Persons with greater mobility needs are critical to the sustainability of Pittsburgh Regional Transit. They ride most often and are most in need of service because they do not have as many options to get from place to place by other means. Data below includes information regarding the population of Allegheny County as a whole to give a broader view of riders and trends.

PRT'S EQUITY INDEX

PRT considers the following groups when looking at populations with greater mobility needs: people in poverty, persons of a minority race or ethnicity, persons with disabilities, persons under age 18 and over age 65, persons without access to a vehicle, persons who do not speak English very well, and female heads of household. All the data on where these groups reside around Allegheny County is taken from the US Census and American Community Survey. PRT uses a combination of the stated demographic indicators to develop an overall location-based equity index within Allegheny County. Each category and its reason for inclusion in the index is discussed below. The full report can be found on PRT's website at:

https://www.rideprt.org/siteassets/inside-the-pa/transparency/data-and-statistics/paac-2019-equity-index.pdf

PEOPLE IN POVERTY

Three types of data are used to capture the areas where people in poverty either live or work: household income (households earning less than $25,000 per year), cost burdened renters (households that pay more than 30% of their household income for rent), and locations of low income jobs (jobs that pay less than $1,250 per month).

RACIAL OR ETHNIC MINORITY PERSONS

People who are either Hispanic or do not identify as Caucasian are considered as racial and ethnic minorities. Minority populations are a historically disadvantaged group, making them more transit dependent irrespective of them being included in any of the other categories in the index.

PEOPLE WITH DISABILTIES

People identified as having one or more disabilities are included in this group. Two data sets were used to identify areas where people with disabilities live and travel. One is Census data for households with one or more persons with a disability. The other is the trip origin and destination data of the PRT's ACCESS paratransit program, which provides rides primarily for seniors and people with disabilities.

OLDER ADULTS

Households with persons over age 65. Older adults may no longer have the ability to drive, making them dependent on transit.

PERSONS UNDER AGE 18

Households with persons under age 18 are included in this index as they most likely do not possess a driver's license or have the means to own and operate a private vehicle.

HOUSEHOLDS WITHOUT VEHICLES

Households that do not have access to a vehicle are much more transit dependent.

PEOPLE WITH LIMITED ENGLISH PROFICIENCY

Households where one or more persons speak a language other than English and do not report as speaking English very well are included in the index as they might not have the ability to take the written test for a driver's license or read road signs.

FEMALE HOUSEHOLDERS

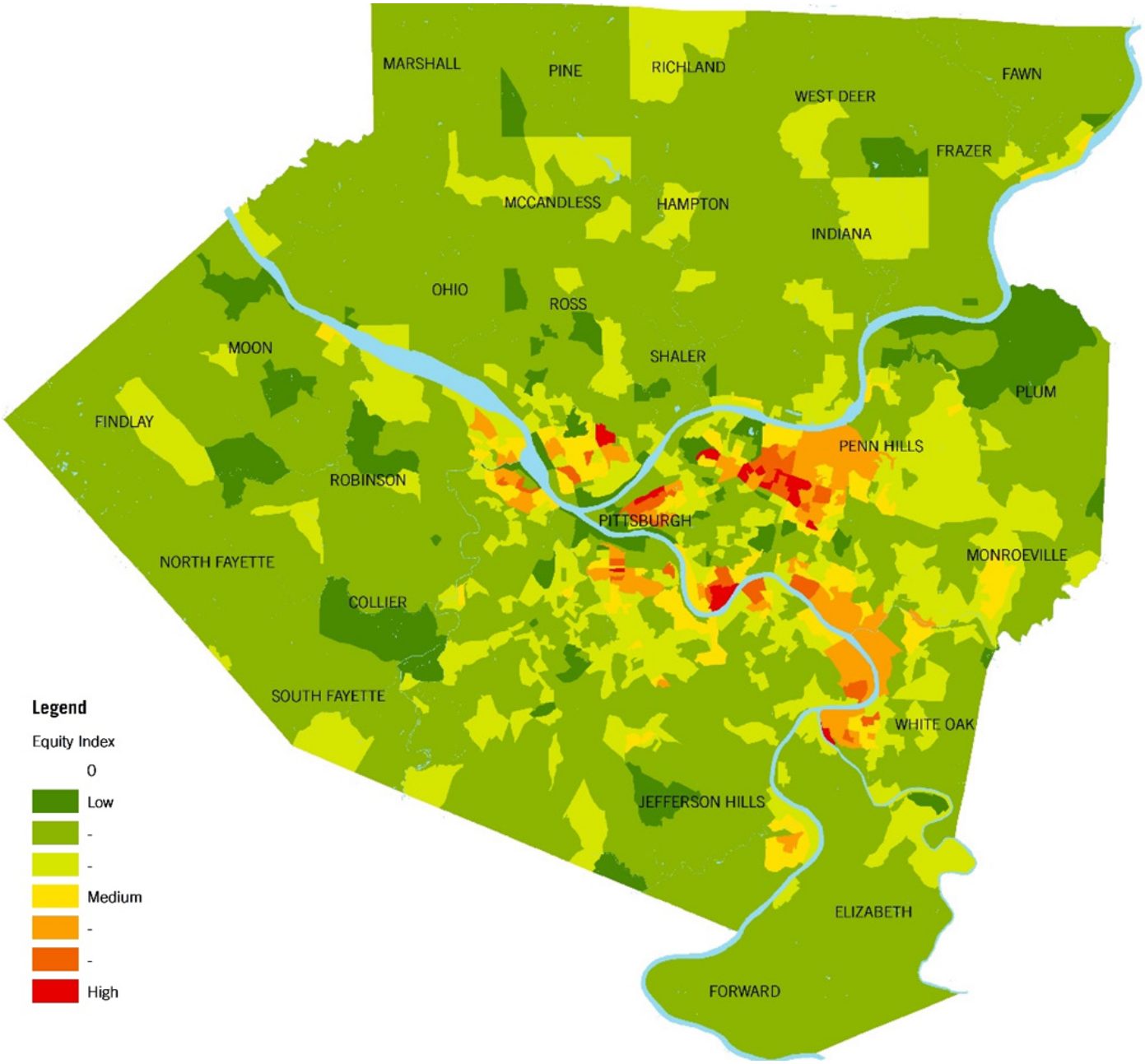
Research has shown that female-headed households with children are more likely to be transit dependent.

LEARN MORE:

WWW.RIDEPRT.ORG/SURVEYSANDREPORTS

EQUITY MAP OF ALLEGHENY COUNTY

The percentage of the population in each Census block group falling into the eight categories of the Equity Index is averaged (all eight indicators are weighted equally) together to create one final value of 'equity' for each location. Higher equity areas have higher percentages of the population falling into these eight demographic categories, and are priority areas for PRT to serve. These are shown in the map below for Allegheny County.



ADHERENCE TO SERVICE STANDARDS

SUMMARY OF SERVICE STANDARDS

Each year, PRT evaluates transit routes against a set of service standards. These Board-approved standards were last updated in April 2023 and adjusted to account for the post-pandemic ridership decline. The standards comprise metrics such as passengers per hour, crowding, on-time performance, frequency, and stop spacing.

IN-SERVICE TIME

In-service time refers to the percentage of time that vehicles are performing their scheduled route or on layover to allow operators to take their breaks between trips. Out-of-service time includes vehicles heading to and from the bus garages/rail center, as well as time spent moving from the end of one route to the beginning of another to start a different route. *In FY23, all routes were in compliance with the in-service percent standards*. The specific standards are noted in the table below.

Revenue Vehicle Hours as Percentage of Total Vehicle Hours

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

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

OUT OF SERVICE

This standard was added in the 2023 update to this document, as a result of the COVID-19 pandemic starting in 2020, which had a significant impact on Operator availability and had lasting effects on PRT's ability to maintain 100% of its service. This metric is the the percent of scheduled service hours not performed. *The system-wide goal for maintaining service is to stay below 1.5%. In FY23 the out of service percentage was 1.6%*. Complete route level out of service is listed in the table on pages 34-35.

SERVICE DAYS

Under PRT service standards, all rapid, local and coverage routes must have 7-day service. *For FY23, the Y47 did not have Sunday service, and the P78 transitioned to a local route classification but does not yet have weekend service.* Full 7-day service should be added to these routes as more operators become available to cover the service.

FREQUENCY OF SERVICE

The service frequency standards define the baseline frequency at which a route should operate. The minimum service frequencies for each route type are summarized below

Minimum Service Frequency Standards (Minutes)

	Rapid Routes	Commuter Routes	Local Routes	Coverage Routes
Weekdays				
Early Morning	30	--	60	75
AM Peak	15	3 trips	30	60
Midday	20	--	60	75
PM Peak	15	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.

PRT continued to make service reductions to some routes in FY23 due to the workforce shortage. *For weekdays, 25 routes fell below minimum frequency standards.* Most of these were local routes with headways over 30 minutes during peak hours.

Weekday Routes Below Minimum Frequencies

Service Type	Route(s)
Rapid	BLU and SLVR
Coverage	43 and 55
Local	1, 12, 14, 21, 31, 38, 41, 53/53L, 56, 57, 59, 67, 69, 77, 81, 83, P68, Y47 and Y49

For weekends, the G2 fell below minimum frequencies for rapid routes on Sundays, and the BLUE and SLVR lines fell below standards on both weekend days. There were 8 local routes that fell below minimums on Saturdays and 10 routes falling below on Sundays.

Saturday Routes Below Minimum Frequencies

Service Type	Route(s)
Rapid	BLU and SLVR
Local	21, 31, 38, 39, 53/53L, 69, 77, and Y1/46

Sunday Routes Below Minimum Frequencies

Service Type	Route(s)
Rapid	G2, BLU and SLVR
Local	21, 38, 39, 41, 53/53L, 54, 69, 77, 87, and Y1/46

DISTANCE BETWEEN STOPS

PRT has minimum stop spacing guidelines to ensure efficient service. In FY20, PRT developed and began implementing a process for evaluating bus stop safety, accessibility and spacing that incorporated data analysis and public input, called the Bus Stop Balancing Program. This program will ultimately review all bus stops to ensure they meet the safety and spacing standards set out in the agency's Bus Stop and Street Design Guidelines. To improve service reliability and on-time performance, stop spacing should meet the below standards for all routes: More details can be found at https://www.rideprt.org/siteassets/inside-the-pa/surveys-and-reports/bsgfinal.pdf

Stop Spacing (in feet)

		High Population Density	Low Population Density
Service Type	Minimum Spacing	Stop Spacing Guideline	Stop Spacing Guideline
Rapid Routes	1,000	2,600 feet | 1/2 mile	2,600 feet | 1/2 mile
Commuter Routes	650	1,300 feet | 1/4 mile	1,300 feet | 1/4 mile
Local and Coverage Routes	650	900 feet | 1/6 mile	1,300 feet | 1/4 mile

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

At the end of FY23, *53 routes did not meet the stop spacing guidelines* (the table on pages 34-35 lists this metric by individual route). PRT began the Bus Line Redesign project in FY24 which is expected to significantly alter existing routings and stops and potentially add new routes. The system redesign will set stop locations in accordance with the Bus Stop Design Guidelines so that routes have appropriate stop spacing when the new routings are implemented.

BUS ON-TIME PERFORMANCE

In 2023, PRT raised its on-time performance (OTP) standards to a minimum of 75% for all bus routes.

In FY23, *79 routes did not meet the OTP standard.* Of these routes, 27 routes were more than 10% below the standard (see the table on the next page). Some of these poor performing routes were due to detours, bridge closures, and ensuing traffic issues. These routes have been prioritized for OTP adjustments in FY24. The full list of routes can be found on pages 34-35.

Routes More Than 10% Below the Standard

Route	Service Type	FY23 Avg OTP	OTP Standard
1	Local	58%	75%
2	Coverage	64%	75%
28X	Local	61%	75%
58	Coverage	62%	75%
59	Local	64%	75%
61A	Local	55%	75%
61B	Local	59%	75%
61C	Local	57%	75%
61D	Local	58%	75%
64	Local	64%	75%
65	Commuter	63%	75%
67	Local	59%	75%
69	Local	54%	75%
71A	Local	63%	75%
71B	Local	63%	75%
71C	Local	57%	75%
71D	Local	59%	75%
77	Local	58%	75%
82	Local	64%	75%
83	Local	64%	75%
86	Local	60%	75%
88	Local	58%	75%
93	Local	60%	75%
P10	Commuter	61%	75%
P16	Commuter	60%	75%
P78	Local	51%	75%
Y47	Local	64%	75%

ACCESS PARATRANSIT ON-TIME PERFORMANCE

ACCESS Paratransit defines on-time performance as arriving not more than 20 minutes after the scheduled pickup time, and within 45 minutes of a will-call return. For FY2023, ACCESS's on-time performance was 95.3%. ACCESS paratransit OTP has remained relatively stable over the years performing at 95% on time or better.

PASSENGERS PER REVENUE VEHICLE HOUR

Passengers per revenue vehicle hour (PPH) measures the ridership levels of all routes during in-service hours. The number of people the vehicle carries per hour of service that it provides is a standard measure of general efficiency in the public transit industry. Productivity levels apply only to the days of the week a route operates.

Sharp ridership declines during the pandemic, coupled with mostly minor reductions in service levels, put most routes out of compliance with PPH standards for FY22. For FY23, PPH standards were lowered slightly to adjust for post-pandemic ridership.

Minimum Productivity Levels (Passengers per Revenue Vehicle Hour)

	Rapid Routes	Commuter Routes	Local Routes	Coverage Routes
Weekday	40	20	25	15
Saturdays	30	-	15	15
Sundays	25	-	15	15

*Productivity levels apply only to days of week which routes operate

*Light rail routes are 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).

In FY22, only 7 routes met PPH standards. I*n FY23 39 routes met the revised PPH standards for all service days, and 46 routes at least met the weekday standard.*

The following table lists routes that are significantly below their PPH standard for their route type (measured as not meeting 75% of the goal).

Route Type	Routes
Commuter	18, 65, O5, P7, P10, P12, P16, P71/71, Y45
Coverage	2, 20
Local	1, 2, 12, 14, 17, 21, 28X, 38, 39, 41, 53/53L, 59, 69, Y1/Y46, Y47, Y49

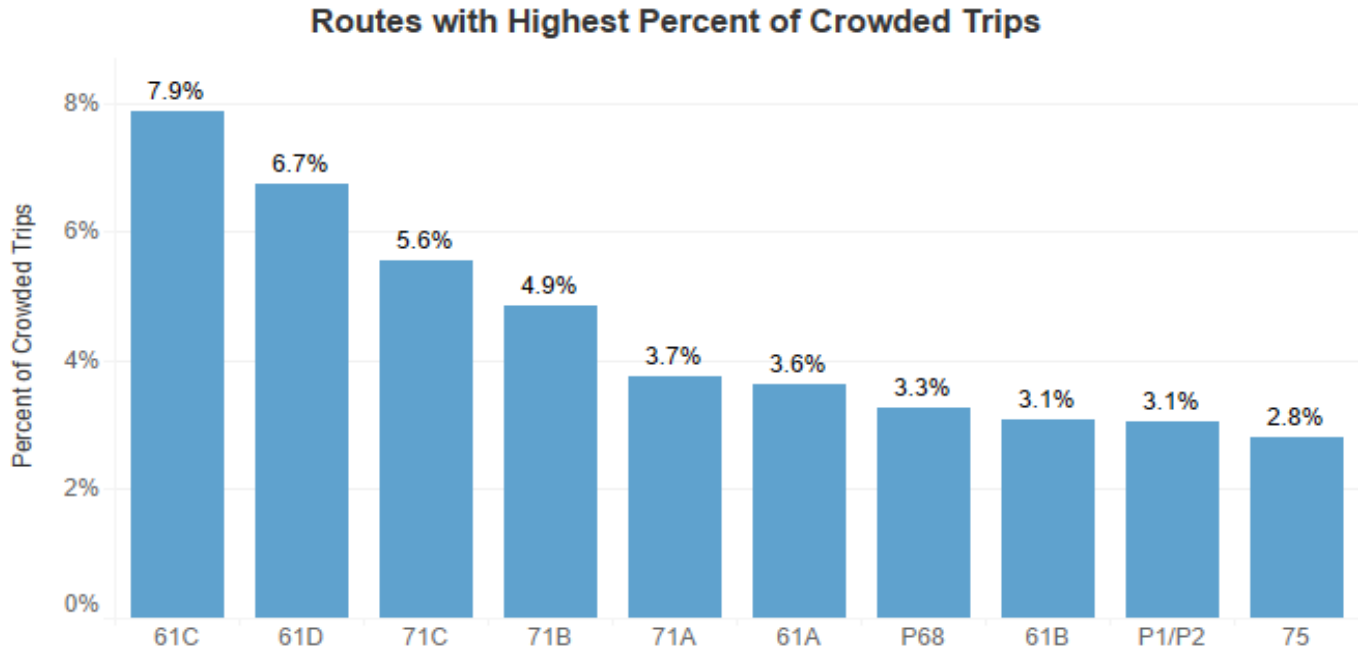
LOADS: CROWDING

The service standards set maximum crowding levels for each route type.

Maximum Passenger Loading (as a Percentage of Seating Capacity)

	Rapid Routes		Commuter Routes	Local and Coverage Routes
	LRT	BRT		
Weekday				
Peak Hour	200%	120%	120%	120%
Off-Peak	100%	100%	100%	100%
Saturdays				
All Day	100%	100%		100%
Sundays				
All Day	100%	100%		100%

In FY23, the following 12 routes saw trips exceeding PRT's crowding standards more than 2% of the time.



Crowding can be addressed by larger vehicles and/or more frequent service. About a third of routes can accommodate the larger 60' vehicles. PRT's ongoing workforce shortage severely limit the possibility of adding frequency to address crowding.

ROUTE PERFORMANCE

Metrics by route for July 2022 to June 2023 are shown below. Highlighted values fall below service standards for that route type.

Route	Mode	Route Type	Days of Service	Average Weekday Riders	Average Saturday Riders	Average Sunday Riders	Riders/ Revenue Hour	Cost / Rider Served	Percent Out of Service	On-Time Performance	Percent of Trips Crowded	Average Stop Spacing
1	Bus	Local	All Days	1,611	1,106	877	18	$16.11	2.8%	58%	0.3%	1,118
2	Bus	Coverage	All Days	533	179	111	11	$25.13	1.7%	64%	0.0%	991
4	Bus	Coverage	All Days	340	133	68	14	$17.83	1.2%	75%	0.1%	711
6	Bus	Local	All Days	869	564	400	28	$12.60	3.6%	72%	0.1%	599
7	Bus	Commuter	Weekday Only	73	-	-	16	$20.36	0.7%	67%	0.0%	806
8	Bus	Local	All Days	1,771	937	638	25	$11.37	2.0%	77%	0.3%	688
11	Bus	Coverage	All Days	431	191	137	23	$13.51	1.6%	70%	0.2%	650
12	Bus	Local	All Days	958	1,092	645	16	$18.39	2.9%	66%	0.4%	1,459
13	Bus	Local	All Days	1,445	1,040	534	26	$11.19	2.4%	71%	0.2%	722
14	Bus	Local	All Days	730	407	238	17	$20.26	2.1%	71%	0.0%	1,274
15	Bus	Coverage	All Days	680	551	405	21	$14.71	3.2%	67%	0.0%	663
16	Bus	Local	All Days	2,168	1,408	1,067	34	$9.16	2.5%	73%	0.3%	780
17	Bus	Local	All Days	951	370	399	19	$13.39	2.6%	66%	0.1%	953
18	Bus	Commuter	Weekday Only	45	-	-	9	$40.16	0.4%	89%	0.0%	713
20	Bus	Coverage	All Days	294	174	91	10	$29.26	1.5%	65%	0.0%	1,195
21	Bus	Local	All Days	869	516	398	18	$17.73	1.6%	73%	0.0%	1,358
22	Bus	Coverage	All Days	498	347	126	19	$16.90	1.5%	74%	0.0%	1,270
24	Bus	Local	All Days	1,072	653	541	24	$13.07	1.9%	69%	0.0%	1,516
26	Bus	Coverage	All Days	600	350	234	20	$17.09	0.4%	83%	0.0%	771
27	Bus	Coverage	All Days	745	412	330	24	$13.57	1.8%	81%	0.1%	811
29	Bus	Coverage	All Days	733	454	207	18	$17.67	1.9%	71%	0.2%	1,366
31	Bus	Local	All Days	1,058	619	475	23	$13.26	1.9%	68%	0.4%	937
36	Bus	Coverage	All Days	283	96	65	12	$26.20	0.8%	72%	0.0%	1,250
38	Bus	Local	All Days	517	208	136	14	$20.77	1.7%	72%	0.0%	1,074
39	Bus	Local	All Days	698	191	78	18	$20.03	1.4%	77%	0.3%	857
40	Bus	Coverage	All Days	359	164	119	12	$27.27	1.7%	76%	0.0%	707
41	Bus	Local	All Days	626	324	183	16	$17.38	1.6%	75%	0.0%	861
43	Bus	Coverage	All Days	276	194	152	18	$19.24	1.5%	79%	0.0%	817
44	Bus	Coverage	All Days	592	308	168	15	$23.26	1.8%	71%	0.3%	844
48	Bus	Local	All Days	1,447	1,162	677	31	$10.64	2.0%	73%	0.1%	710
51	Bus	Local	All Days	5,143	3,668	2,473	33	$7.93	2.2%	67%	0.9%	950
54	Bus	Local	All Days	3,221	1,999	944	26	$12.13	2.2%	68%	2.2%	814
55	Bus	Coverage	All Days	701	567	456	14	$17.86	1.6%	72%	0.0%	1,392
56	Bus	Local	All Days	982	519	398	20	$15.66	1.4%	69%	0.2%	1,182
57	Bus	Local	All Days	684	668	473	23	$13.58	1.5%	67%	0.0%	1,175
58	Bus	Coverage	All Days	439	156	122	18	$17.09	0.5%	62%	0.0%	879
59	Bus	Local	All Days	1,947	1,536	1,055	17	$15.58	1.7%	64%	0.2%	1,042
60	Bus	Coverage	All Days	361	153	119	26	$10.21	0.5%	74%	0.0%	652
64	Bus	Local	All Days	1,619	1,820	1,105	26	$11.23	1.2%	64%	0.5%	848
65	Bus	Commuter	Weekday Only	88	-	-	13	$22.12	0.2%	63%	0.0%	878
67	Bus	Local	All Days	1,350	769	504	19	$14.69	0.8%	59%	1.6%	1,016
69	Bus	Local	All Days	1,082	222	142	15	$18.69	0.9%	54%	1.4%	1,037
74	Bus	Coverage	All Days	636	277	119	17	$16.97	1.0%	71%	0.0%	556
75	Bus	Local	All Days	2,540	1,467	1,126	32	$9.25	1.1%	67%	2.8%	801
77	Bus	Local	All Days	1,223	720	532	21	$13.38	0.6%	58%	0.4%	884
79	Bus	Coverage	All Days	628	500	248	20	$15.32	0.1%	68%	0.0%	623
81	Bus	Local	All Days	1,259	744	509	32	$10.22	2.2%	71%	0.1%	696
82	Bus	Local	All Days	3,058	2,115	1,685	42	$6.31	0.9%	64%	0.6%	574
83	Bus	Local	All Days	1,652	961	698	36	$8.38	2.7%	64%	0.3%	712

Route	Mode	Route Type	Days of Service	Average Weekday Riders	Average Saturday Riders	Average Sunday Riders	Riders/ Revenue Hour	Cost / Rider Served	Percent Out of Service	On-Time Performance	Percent of Trips Crowded	Average Stop Spacing
86	Bus	Local	All Days	1,838	1,684	977	29	$8.63	1.0%	60%	0.1%	631
87	Bus	Local	All Days	1,240	568	225	27	$10.87	0.8%	65%	0.4%	643
88	Bus	Local	All Days	1,183	895	678	32	$8.61	0.8%	58%	0.0%	864
89	Bus	Coverage	All Days	198	142	84	18	$20.62	0.2%	82%	0.0%	601
91	Bus	Local	All Days	2,237	997	735	20	$15.89	2.5%	66%	0.0%	761
93	Bus	Local	All Days	1,620	493	319	27	$11.80	1.7%	60%	0.7%	699
19L	Bus	Commuter	Weekday Only	259	-	-	32	$14.48	1.2%	71%	0.9%	1,215
28X	Bus	Local	All Days	1,252	1,265	1,117	16	$16.45	0.5%	61%	1.0%	3,864
51L	Bus	Commuter	Weekday Only	350	-	-	33	$13.77	1.7%	72%	0.3%	1,311
52L	Bus	Commuter	Weekday Only	248	-	-	19	$17.68	0.7%	72%	0.0%	1,015
53/53L	Bus	Local	All Days	751	211	113	16	$14.83	1.7%	66%	0.1%	1,219
61A	Bus	Local	All Days	3,560	2,531	1,467	30	$10.22	2.3%	55%	3.6%	693
61B	Bus	Local	All Days	2,984	2,123	1,054	28	$11.37	2.3%	59%	3.1%	790
61C	Bus	Local	All Days	4,606	3,444	2,455	37	$7.57	2.4%	57%	7.9%	964
61D	Bus	Local	All Days	3,630	2,729	2,183	38	$7.68	2.5%	58%	6.7%	858
71A	Bus	Local	All Days	3,981	2,134	1,639	43	$6.34	1.0%	63%	3.7%	591
71B	Bus	Local	All Days	3,611	1,911	1,343	42	$6.61	1.2%	63%	4.9%	619
71C	Bus	Local	All Days	4,365	2,626	1,822	41	$5.83	1.5%	57%	5.6%	653
71D	Bus	Local	All Days	3,091	1,661	1,078	33	$7.68	1.6%	59%	2.6%	630
BLUE	Light Rail	Rapid	All Days	2,316	1,219	947	36	$23.14	0.4%	88%		2,484
G2	Bus	Rapid	All Days	1,462	639	533	33	$10.80	1.4%	81%	0.4%	3,021
G3	Bus	Commuter	Weekday Only	174	-	-	16	$23.05	1.3%	74%	0.1%	6,279
G31	Bus	Commuter	Weekday Only	200	-	-	20	$17.41	1.1%	73%	0.3%	1,558
MI	Incline	Rapid	All Days	832	2,039	1,309		$-		--		545
O1	Bus	Commuter	Weekday Only	288	-	-	28	$17.93	1.3%	67%	0.0%	4,262
O12	Bus	Commuter	Weekday Only	353	-	-	23	$15.12	2.2%	66%	0.0%	2,311
O5	Bus	Commuter	Weekday Only	47	-	-	9	$41.32	2.3%	73%	0.0%	1,093
P1/P2	Bus	Rapid	All Days	4,670	3,265	2,416	68	$4.35	0.4%	85%	3.1%	4,493
P10	Bus	Commuter	Weekday Only	236	-	-	13	$25.38	0.6%	61%	0.5%	1,927
P12	Bus	Commuter	Weekday Only	276	-	-	13	$24.38	0.4%	67%	0.2%	2,579
P13	Bus	Commuter	Weekday Only	68	7	-	15	$22.25	4.2%	70%	0.3%	1,218
P16	Bus	Commuter	Weekday Only	315	-	-	12	$27.60	0.3%	60%	0.1%	1,566
P17	Bus	Commuter	Weekday Only	234	-	-	23	$11.60	1.2%	70%	0.6%	1,086
P3	Bus	Commuter	Weekday Only	1,701	-	-	40	$7.59	0.5%	83%	1.2%	2,180
P67	Bus	Commuter	Weekday Only	144	-	-	17	$21.01	1.4%	67%	0.1%	1,828
P68	Bus	Local	All Days	1,325	801	624	22	$11.94	0.4%	75%	3.3%	1,277
P69	Bus	Commuter	Weekday Only	146	-	-	17	$22.35	0.4%	66%	0.1%	1,374
P7	Bus	Commuter	Weekday Only	237	-	-	15	$22.48	1.4%	75%	0.0%	1,704
P71/71	Bus	Commuter	Weekday Only	195	-	-	13	$22.13	0.3%	72%	0.0%	1,197
P76	Bus	Commuter	Weekday Only	296	-	-	18	$21.04	1.8%	73%	0.0%	2,082
P78	Bus	Local	Weekday Only	768	-	-	21	$14.09	0.9%	51%	1.3%	1,229
RED	Light Rail	Rapid	All Days	4,468	4,378	3,310	37	$21.48	0.6%	86%		1,994
SLVR	Light Rail	Rapid	All Days	3,193	1,539	1,218	38	$25.12	0.3%	86%		2,429
Y1/Y46	Bus	Local	All Days	964	458	360	16	$18.38	1.9%	67%	0.1%	1,377
Y45	Bus	Commuter	Weekday Only	75	-	-	11	$36.36	1.5%	70%	0.0%	1,202
Y47	Bus	Local	No Sundays	511	359	-	16	$17.20	1.4%	64%	0.0%	1,304
Y49	Bus	Local	All Days	630	463	321	18	$15.31	1.5%	65%	0.0%	1,338

TITLE VI EVALUATION

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 PRT's overall service area. In Allegheny County, percent of low-income population is 11.6% (American Community Survey 2019) and percent of minority populations is 25% (Census 2020). Any area with a low-income or minority population composition exceeding the 11.6% and 25% threshold respectively are identified as "Low-income" and "Minority" areas. This designation of low-income and minority areas and routes comes from the Triennial Title VI Program for PRT and is updated every three years.

Metrics examined include on-time performance, out of service (cancelled trips due to manpower shortages or equipment failures), crowding, service span, and service frequency. PRT'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 FY24. Data for all metrics encompasses the entire FY23 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	41	55	N/A	N/A	N/A
Average On Time %	67.3%	70.3%	-3.0%	-4.3%	Adverse
Average Out of Service %	1.4%	1.51%	-0.1%	-9.8%	Favorable
Average Crowding %	1.4%	0.2%	1.2%	585%	Adverse, significant
Average Service Span - Weekday (Hours)	19	17	1.8	10.4%	Favorable
Average Service Span - Saturday (Hours)	16	12	4.3	36.7%	Favorable
Average Service Span - Sunday (Hours)	14	10	4.2	41.6%	Favorable
Average Trips per Service Hour - Weekday	1.5	1.4	0.1	6%	Favorable
Average Trips per Service Hour - Saturday	1.6	1.5	0.1	5.1%	Favorable
Average Trips per Service Hour - Sunday	1.6	1.5	0.1	3.8%	Favorable

LOW-INCOME ROUTES: SERVICE RELIABILITY AND QUALITY

On-time performance showed minor adverse differences between low-income and non-low-income routes in FY23. Ten low-income routes with the worst OTP are listed below. All routes, except the route 86, travel through Oakland. Traffic congestion, construction in Uptown and Downtown, and high student ridership contributed to the low OTP on these routes.

Route	Garage	AVG OTP
69	East Liberty	53.6%
61A	West Mifflin	55.5%
71C	East Liberty	57.1%
61C	West Mifflin	57.2%
61D	West Mifflin	58.3%

Route	Garage	AVG OTP
71D	East Liberty	59.3%
61B	West Mifflin	59.4%
93	West Mifflin	59.5%
86	East Liberty	60.3%
28X	East Liberty	60.5%

In FY23, there was a major adverse difference between low-income and non-low-income routes in terms of crowding. The ten low-income routes with the worst crowding are listed below and all these routes are local routes, except P1/P2 which is rapid. P1/P2 and P68 are the only routes listed that were not Oakland traversing routes. Reduced service levels, coupled with increased ridership on Oakland routes, contributed to almost all of this crowding in FY23.

Route	Route Type	Percent of Trips Crowded
61C	Local	7.9%
61D	Local	6.7%
71C	Local	5.6%
71B	Local	4.9%
71A	Local	3.7%

Route	Route Type	Percent of Trips Crowded
61A	Local	3.6%
P68	Local	3.3%
61B	Local	3.1%
P1/P2	Rapid	3.1%
75	Local	2.8%

SUMMARY OF TITLE VI FINDINGS BY RACE

Metric	Minority Route	Non Minority Route	Raw Difference	Pct. Difference	Direction of Difference
Number of Routes	44	52	N/A	N/A	N/A
Average On Time %	67.9%	69.9%	-2.0%	-2.9%	Adverse
Average Out of Service %	1.4%	1.5%	-0.2%	-10.8%	Favorable
Average Crowding %	1.3%	0.2%	1.2%	595%	Adverse, significant
Average Service Span - Weekday (Hours)	18	18	0.9	5.3%	Favorable
Average Service Span - Saturday (Hours)	14	13	1.5	11.3%	Favorable
Average Service Span - Sunday (Hours)	13	11	2.0	18.6%	Favorable
Average Trips per Service Hour - Weekday	1.5	1.4	0.1	4.5%	Favorable
Average Trips per Service Hour - Saturday	1.6	1.5	0.1	7.9%	Favorable
Average Trips per Service Hour - Sunday	1.6	1.5	0.1	5.7%	Favorable

MINORITY ROUTES: SERVICE RELIABILITY AND QUALITY

On-time performance showed minor adverse difference between minority and non-minority routes in FY23. Ten minority routes with the worst OTP are listed below. All of these routes, except for the P78 and 77 travel through Oakland. Traffic congestion, construction in Uptown and Downtown, and high student ridership contributed to the low OTP on these routes.

Route	Garage	Average OTP %
P78	East Liberty	51%
69	East Liberty	54%
61A	West Mifflin	55%
71C	East Liberty	57%
61C	West Mifflin	57%

Route	Garage	Average OTP %
77	East Liberty	58%
61D	West Mifflin	58%
67	East Liberty	59%
71D	East Liberty	59%
61B	West Mifflin	59%

In FY23, there was major adverse difference between minority and non-minority routes in terms of crowding. The ten minority routes with the worst crowding are listed below and all these routes are local routes, except P1/P2 which is rapid. P1/P2 and P68 are the only routes listed that were not Oakland traversing routes. Reduced service levels, coupled with increased ridership on Oakland routes, contributed to almost all of this crowding in FY23.

Route	Route Type	% of Trips Crowded
61C	Local	7.9%
61D	Local	6.7%
71C	Local	5.6%
71B	Local	4.9%
71A	Local	3.7%

Route	Route Type	% of Trip Crowded
61A	Local	3.6%
P68	Local	3.3%
61B	Local	3.1%
P1/P2	Rapid	3.1%
75	Local	2.8%

SERVICE CHANGES

SERVICE REQUEST PROCESS

PRT's Service Guidelines include a process for the public to submit a request for a major service change. However, since FY21, PRT staff have not formally evaluated these requests because of the lasting effects of the pandemic on ridership and operator shortages which have resulted in continued service adjustments occupying significant staff time. Staff will incorporate all service requests from this period into the future network redesign project.

SERVICE UPDATES

The following table provides a summary of all minor service changes made in fiscal year 2023 to address various efficiency metrics. Minor service changes are made three times each year to make small adjustments to service. No major changes were made in FY23. The minor reductions in FY2023 totaled approximately 3.8% of bus service and were focused on adjusting service to meet both lower ridership and lower workforce numbers post-pandemic. In many cases, lower frequency routes were already at very low service levels, and so reducing the numbers of trips on more frequent routes instead enabled PRT to maintain at least some service on routes that served primarily coverage purposes. However, this in turn created issues with overcrowding on higher frequency routes, which in turn created issues with on-time performance. PRT continues to monitor and attempt to balance its competing needs of providing service coverage so that entire communities do not lose service with service efficiency and service equity.

Issue Addressed	Route(s)
On Time Performance	24, 28X, 31, 52L, 53, 53L, 60, 61A, 61B, 61C, 64, 69, 77, 81, 83, 86, 87, 88, 93, P7, P10, P12, P67, P68, P69, P71, P76, P78
Span of Service or Frequency	1, 2, 12, 14, 20, 21, 22, 24, 41, 53L, 56, 77, Y1, Y47
Adjusted Number of Trips, or Trip Times	1, 4, 6, 7, 14, 15, 26, 28X, 31, 38, 39, 44, 51, 53, 54, 55, 57, 59, 61A, 61B, 61C, 61D, 64, 67, 69, 71, 71A, 71B, 71D, 74, 77, 79, 83, 86, 87, 89, 93, P1, P3, P10, P68, P71, P76 Y46, Y47, Y49
Route Extensions or Reductions	41
Routing Path Change	24, 59, 60, 61A, 61B, 67, 71, P7, P69, P71, Y1, Y46

FY2023 HIGHLIGHTS

LOOKING AHEAD

PRT began construction on its first on-street bus rapid transit project, the PRTX University Line, in fall 2023. The project has two major construction phases, the first being in Downtown Pittsburgh. The Downtown construction phase is set to conclude in late 2024, with the second phase (in the Uptown and Oakland neighborhoods) to begin following phase 1 and continue through 2027.

PRT also completed the NEXTransit Downtown planning project to determine how to route local buses following the University Line construction's completion in Downtown, which will reverse the current service alignment on those streets and impact many other bus routes. Implementation of the plan's recommendations will begin in February 2024 and continue throughout the year and potentially into 2025.

In October 2023, PRT publicly launched the Bus Line Redesign, a 21-month network redesign planning project. The Bus Line Redesign team will assess all feedback and come up with a draft network plan in fall 2024. Following a second round of public input, the plan will be revised and finalized by spring 2025. Implementation of the new network may take several years to complete.

SUMMARY

This was the sixth year that PRT has released route level data with respect to meeting service guidelines. As this process continues, PRT hopes that it not only improves the transparency of decision-making processes, but that it leads to better efficiency, effectiveness, and equity in the system as a whole so that Allegheny County's transit system evolves along with the communities that it serves.

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