



Pittsburgh Regional Transit

STRATEGIC PLAN WORKPLAN
DEVELOPMENT DIVISION
Establish The Foundation
Year 1 (FY26)

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CHAMPION

Section

Create Efficiency & Accountability

OBJECTIVE (CEA #2)						
Implement Operational Efficiencies						
STRATEGY (CEA 2.3)						
Bundle capital projects to improve efficiency and minimize disruptions to customers						
KEY PERFORMANCE INDICATORS (KPIs)						
# of projects grouped						
ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Bundle capital projects to improve efficiency and minimize disruptions to customers	FY26	7/1/25	7/2/26 – Ongoing	Development	Transportation & Maintenance	Greg O’Hara
ADDITIONAL NOTES						

OBJECTIVE (CEA #2)

Implement Operational Efficiencies

STRATEGY (CEA 2.4)

Optimize schedules to ensure operators have the greatest opportunity to run on time

KEY PERFORMANCE INDICATORS (KPIs)

TBA

ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Implement lunch breaks away from garages to increase scheduling efficiencies	FY26	Started	11/1/25	Development	NA	Phillip St. Pierre

ADDITIONAL NOTES

Grow Ridership

OBJECTIVE (GR #2)						
Expand access to service						
STRATEGY (GR 2.2)						
Address key operational space needs						
KEY PERFORMANCE INDICATORS (KPIs)						
Plan completion & # of projects started						
ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Complete Facilities Master Plan and Park and Ride Strategic Plan	FY26	Started	7/2/26	Development	Strategy, Legal, Transportation & Maintenance	Seth Davis
ADDITIONAL NOTES						

OBJECTIVE (GR #3)						
Develop and build on existing partnerships in the community						
STRATEGY (GR 3.1)						
Partner with external stakeholders to increase transit-support in community						
KEY PERFORMANCE INDICATOR (KPI)						
Comp plan(s) completion & # of transit supportive polices						
ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Advocate for transit-supportive development across the region, working with partners to proactively influence important land-use and development decisions where appropriate	FY26	Started	7/2/28	Development & Strategy	Comms, Legal & Finance	Derek Dauphin & Moira Egler
ADDITIONAL NOTES						

Improve Service Quality

OBJECTIVE (ISQ #3)						
Improve bus on time performance						
STRATEGY (ISQ 3.1)						
Add seating and shelters at stops						
KEY PERFORMANCE INDICATORS (KPIs)						
(1) # of seating installed (50 by 7/26) & (2) # of shelters						
ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Evaluate stops and work with municipalities to install	FY26	7/1/25	7/2/26	Development	NA	Jenn Turner
ADDITIONAL NOTES						

OBJECTIVE (ISQ #3)

Improve Transit Infrastructure and Amenities

STRATEGY (ISQ 3.4)

Maintain current levels of State of Good Repair for transit assets through strategic investment, proactive maintenance and transit asset management

KEY PERFORMANCE INDICATORS (KPIs)

TBA

ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Maintain current levels of State of Good Repair for transit assets through strategic investment, proactive maintenance and transit asset management	FY26	7/1/25	7/2/26 – Ongoing	Development	Finance	Greg O'Hara

ADDITIONAL NOTES

SUPPORTER

Section

Create Efficiency & Accountability

OBJECTIVE (CEA #1)						
Prioritize financial stability						
STRATEGY (CEA 1.1)						
Manage Cost						
KEY PERFORMANCE INDICATORS (KPIs)						
Amount of revenue, and cost savings						
ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Identify significant revenue enhancements or cost savings	FY26	7/1/25	7/2/26	Finance	All	Dave McCarthy/ Sean Trageser (Budget Operating Side)
ADDITIONAL NOTES						

Improve Service Quality

OBJECTIVE (ISQ #2)						
Improve information sharing with and from riders						
STRATEGY (ISQ 2.1)						
Ensure riders are well informed about things affecting PRT service						
KEY PERFORMANCE INDICATORS (KPIs)						
TBA						
ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Improve reliability and quality of PRT awareness and information associated with all capital improvement projects, maintenance projects and similar transit disruptions that impact communities and riders	FY26	7/1/25	7/2/26	Comms	All	Andrew Carr
ADDITIONAL NOTES						

Be A Good Neighbor

OBJECTIVE (BGN #2)						
Ensure service and processes are fair and balanced						
STRATEGY (BGN 2.1)						
Evaluate capital investments and increase capital improvement budget to ensure it is fair and balanced						
KEY PERFORMANCE INDICATORS (KPIs)						
Creation of the Rubric						
ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Create a rubric for scoring capital project	FY26	7/1/25	7/2/26	Finance	Development	Greg O'Hara & Amy Silberman
ADDITIONAL NOTES						

Support Our Workforce

OBJECTIVE (SOW #2)						
Enhance workforce skills and adaptability						
STRATEGY (SOW 2.2)						
Enhance succession planning programs						
KEY PERFORMANCE INDICATORS (KPIs)						
TBA						
ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Create a job shadow program whereby non-rep can volunteer or shadow all divisions	FY26	7/1/25	7/2/26	HR	ALL	Danielle Jacobson
ADDITIONAL NOTES						