



Pittsburgh Regional Transit

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

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

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CHAMPION

Section

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

Be A Good Neighbor

OBJECTIVE (BGN #2)						
Ensure service and processes are fair and balanced						
STRATEGY (BGN 2.2)						
Expand outreach and engagement with the Accessibility Community						
KEY PERFORMANCE INDICATORS (KPIs)						
# of efforts implemented via accessibility and other initiatives based on communities identified						
ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Implement Engagement Plan & Advisory Council by partnering with disability and other advocacy groups to co-create solutions that address the specific needs of individuals and those with disabilities. Partner with community organizations to help expand advocacy and educational efforts	FY26	7/1/25	7/2/26 – Ongoing	HR	Legal & Comms	AJ Conway
Community Engagement Efforts: Partner with community organizations to help expand advocacy and educational efforts	FY26	7/1/25	7/2/26 – Ongoing	HR	Legal & Comms	AJ Conway

OBJECTIVE (BGN #2)

Ensure service and processes are fair and balanced

STRATEGY (BGN 2.4)

Aim to increase small/disadvantaged business participation each year by FY2031 consistent with applicable law

KEY PERFORMANCE INDICATORS (KPIs)

of outreach events & individual cert counseling appointments/ # payments to subs/ # of awards granted to subs

ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Host events and training for DBE/DB firms to learn how to do business with PRT and connect with potential prime contractors to increase the number of DBE firms certified with PAUCP/PRT each year	FY26	Started	7/2/26 – Ongoing	HR	AIS Procurement	Sue Broadus

ADDITIONAL NOTES

Support Our Workforce

OBJECTIVE (SOW #1)						
Improve employee satisfaction & wellbeing						
STRATEGY (SOW 1.2)						
Foster a supportive workplace culture that prioritizes mental health and well-being						
KEY PERFORMANCE INDICATORS (KPIs)						
# of communication efforts						
ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Conduct regular communication efforts to distribute valuable mental health support and well-being resources to employees and partner with external organizations to increase solutions offered through PRT's Employee Assistance Program	FY26	Started	7/2/26 – Ongoing	HR	COMMS	Dawn Boggs
ADDITIONAL NOTES						

OBJECTIVE (SOW #2)

Enhance workforce skills and adaptability

STRATEGY (SOW 2.1)

Anticipate and establish a plan for workforce needs

KEY PERFORMANCE INDICATORS (KPIs)

of training programs

ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Implement the Reimagined Training & Development plan by activating key focus areas that align with Onboarding, Employee Training and Development, Leadership Development, and Team Engagement	FY26	Started	7/2/26 – Ongoing	HR	Strategy, Maintenance & Transportation	Danielle Jacobson

ADDITIONAL NOTES

OBJECTIVE (SOW #2)

Enhance workforce skills and adaptability

STRATEGY (SOW 2.2)

Enhance succession planning programs

KEY PERFORMANCE INDICATORS (KPIs)

Implementation of job shadow program

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	Started	7/2/26	HR	All	Danielle Jacobson

ADDITIONAL NOTES

SUPPORTER

Section

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

Create Efficiency & Accountability

OBJECTIVE (CEA #1)						
Prioritize financial stability						
STRATEGY (CEA 1.1)						
Manage costs						
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 – Ongoing	Finance	All	Dave McCarthy/ Sean Trageser (Budget Operating Side)
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	11/1/25	Development	All	Seth Davis
ADDITIONAL NOTES						

Improve Service Quality

OBJECTIVE (ISQ #1)						
Improve bus on time performance						
STRATEGY (ISQ 1.2)						
Ensure garages have the tools, support, and education to be successful						
KEY PERFORMANCE INDICATORS (KPIs)						
Implementation % complete						
ACTION ITEMS TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Create and record training videos such as CDL Pre-trip and common troubleshooting issues or fixes, with a completion in FY26	FY26	7/1/25	7/2/26	Transportation	HR & COMMS	Alex Kumnik
ADDITIONAL NOTES						