



Pittsburgh Regional Transit

STRATEGIC PLAN WORKPLAN  
MAINTENANCE DIVISON  
Establish The Foundation  
Year 1 (FY26)

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

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# CHAMPION

Section

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

# 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)							
TBA							
ACTION ITEMS   TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:	
Expand rewards and recognition programs (the new operator OTP award, development of the operator excellence award, and in collaboration with maintenance management to create a new maintenance award to incentivize employees to improve reliability, professionalism, and customer service skills)	FY26	7/1/25	7/2/26	Maintenance & Transportation	COMMS	David DeAngelis	
ADDITIONAL NOTES							

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

**OBJECTIVE (ISQ #1)**

Improve bus on time performance

**STRATEGY (ISQ 1.3)**

Reduce Out of Service Levels

**KEY PERFORMANCE INDICATORS (KPIs)**

OTP

ACTION ITEMS   TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Maintain the miles between road failures for buses and the mean distance between failures for rail vehicles at the NTD five-year average. Develop a process to identify issues that lead to road failures	FY26	7/1/25	7/1/26 - Ongoing	Maintenance	NA	Marty Konopka

**ADDITIONAL NOTES**

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

**OBJECTIVE (ISQ #3)**

Improve Transit Infrastructure and Amenities

**STRATEGY (ISQ 3.3)**

Improve vehicle cleanliness

**KEY PERFORMANCE INDICATORS (KPIs)**

TBA

ACTION ITEMS   TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Ensure buses are clean and maintain	FY26	Started	7/2/26 – Ongoing	Maintenance	NA	Marty Konopka

**ADDITIONAL NOTES**

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

# SUPPORTER

Section

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

# 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 – Ongoing	Finance	ALL	Dave McCarthy/ Sean Trageser (Budget Operating Side)
ADDITIONAL NOTES						

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

**OBJECTIVE (CEA #1)**

Prioritize financial stability

**STRATEGY (CEA 1.4)**

Diversify revenue sources

**KEY PERFORMANCE INDICATORS (KPIs)**

# of digital spaces identified

ACTION ITEMS   TASKS	Start Year	Start Date	End Date	Champion Division	Supporter Division	Assigned To:
Identify potential use of PRT's digital spaces for advertising sales opportunities	FY26	7/1/25	7/2/26 - Ongoing	COMMS	Maintenance	Terri Landis

**ADDITIONAL NOTES**

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

## 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	7/1/25 (fall 23 -started)	7/2/26	Development	ALL	Seth Davis
ADDITIONAL NOTES						

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

## Improve Service Quality

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	Maintenance	Greg O'Hara
ADDITIONAL NOTES						

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

## Support Our Workforce

OBJECTIVE (SOW #2)						
Enhance workforce skills and adaptability						
STRATEGY (SOW 2.1)						
Anticipate and establish a plan for workforce needs						
KEY PERFORMANCE INDICATORS (KPIs)						
TBA						
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	Maintenance	Danielle Jacobson
ADDITIONAL NOTES						

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

**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	Started	7/2/26	HR	All	Danielle Jacobson

**ADDITIONAL NOTES**

YEAR 1 (FY26) ESTABLISH THE FOUNDATION