



Pittsburgh Regional Transit

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

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# CHAMPION

Section

# Improve Service Quality

| OBJECTIVE (ISQ #1)  |            |            |          |                   |                    |                |
|---|------------|------------|----------|-------------------|--------------------|----------------|
| Improve bus on-time performance   |            |            |          |                   |                    |                |
| STRATEGY (ISQ 1.1)  |            |            |          |                   |                    |                |
| Optimize workflow in garages  |            |            |          |                   |                    |                |
| KEY PERFORMANCE INDICATORS (KPIs)   |            |            |          |                   |                    |                |
| Operator Logon %<br>OTP %   |            |            |          |                   |                    |                |
| ACTION ITEMS   TASKS  | Start Year | Start Date | End Date | Champion Division | Supporter Division | Assigned To:   |
| Identify technology to support improvement of system OTP (including Operator's Logon), purchase/ implement a real-time dashboard and seek solutions to improve Operator logon % - auto logons | FY26       | 7/1/25     | 7/2/26   | Transportation    | AIS & Legal        | Charles Reeves |
| ADDITIONAL NOTES  |            |            |          |                   |                    |                |
|   |            |            |          |                   |                    |                |

## YEAR 1 (FY26) ESTABLISH THE FOUNDATION

**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)**

Expansion of the program

| 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   | Transportation & Maintenance | COMMS              | Shanika Johnson |

**ADDITIONAL NOTES****YEAR 1 (FY26) ESTABLISH THE FOUNDATION**

## 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    | COMMS & HR         | Alex Kumnik  |

## ADDITIONAL NOTES

**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)**

# of eligible detours for DM

| ACTION ITEMS   TASKS  | Start Year | Start Date | End Date | Champion Division      | Supporter Division | Assigned To:    |
|---|------------|------------|----------|------------------------|--------------------|-----------------|
| Establish new methods of communicating detours, events, or unexpected challenges. Improve customer confidence in trip arrivals and disruptions by improving customer alerts | FY26       | 7/1/25     | 7/2/26   | Transportation & COMMS | AIS                | Charles Rompala |

**ADDITIONAL NOTES**

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

**OBJECTIVE (ISQ #2)**

Improve information sharing to and from riders

**STRATEGY (ISQ 2.2)**

Listen to riders & use feedback to prioritize action

**KEY PERFORMANCE INDICATORS (KPIs)**

overall customer satisfaction score

| ACTION ITEMS   TASKS  | Start Year | Start Date | End Date | Champion Division      | Supporter Division | Assigned To:    |
|---|------------|------------|----------|------------------------|--------------------|-----------------|
| Procure and expand the VOC channels to include real-time customer satisfaction data to supplement current methods and assist in the development of strategic initiatives using actionable customer feedback by FY26 | FY26       | 7/1/25     | 7/2/26   | Transportation & COMMS | AIS & Strategy     | Shanika Johnson |

**ADDITIONAL NOTES**

# SUPPORTER

Section

# 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/<br>Sean Trageser<br>(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)**

TBA

| 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             | Transportation & Maintenance | Terri Landis |

**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<br># 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<br>(fall 23 - started) | 7/2/26   | Development       | All                | Seth Davis   |
| ADDITIONAL NOTES   |            |                               |          |                   |                    |              |

YEAR 1 (FY26) ESTABLISH THE FOUNDATION

# Improve Service Quality

| OBJECTIVE (ISQ #2)   |            |            |                  |                   |                      |                 |
|--|------------|------------|------------------|-------------------|----------------------|-----------------|
| Improve information sharing to and from riders (customer satisfaction by increasing Net Promoter Score by FY2031)  |            |            |                  |                   |                      |                 |
| 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:    |
| Establish new methods of communicating actual service information including detours, events, or unexpected challenges. Improve customer confidence in trip arrivals and disruptions by improving customer alerts | FY26       | 7/1/25     | 7/2/26 - Ongoing | COMMS             | Transportation & AIS | Laurie Sandoval |
| ADDITIONAL NOTES   |            |            |                  |                   |                      |                 |
|  |            |            |                  |                   |                      |                 |

## YEAR 1 (FY26) ESTABLISH THE FOUNDATION

**OBJECTIVE (ISQ #2)**

Improve information sharing to 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             | Transportation & Development | Andrew Carr  |

**ADDITIONAL NOTES**

| OBJECTIVE (ISQ #2)   |            |            |          |                   |                      |                 |
|--|------------|------------|----------|-------------------|----------------------|-----------------|
| Improve information sharing to 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:    |
| Promote "personalized PRT rider alerts" via Clever to attract riders to a more reliable, central and equitable alerts system | FY26       | 7/1/25     | 7/2/25   | COMMS             | Transportation & AIS | Dante Calderone |
| ADDITIONAL NOTES   |            |            |          |                   |                      |                 |
|  |            |            |          |                   |                      |                 |

## 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                | Transportation, Strategy & 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)**

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**