



Pittsburgh Regional Transit

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

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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 1.1)						
Optimize workflow in garages						
KEY PERFORMANCE INDICATORS (KPIs)						
Operator Logon % 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						

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						

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

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

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						

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 # 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						

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						

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						

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						