



Planning & Stakeholder Relations Committee

February 20, 2025

Committee Members

Stephanie Turman (Chair)
Ali Doyle
Tom Burgunder
Bobbie Fan

Other Board Members

Jennifer Liptak
Joe Totten
Emma Shoucair
Lori Mizgorski
Tia McKlinny

1. Approval of Minutes

The minutes of the January 23, 2025, Planning & Stakeholder Relations Committee were approved.

2. Presentation of the FY 2024 Annual Service Report (Amy Silbermann)

The report for FY24 (July 2023 to June 2024) evaluates performance against board-adopted service standards, using ridership, crowding, on-time performance and out-of-service information as well as equity and Title VI analysis.

Major Highlights:

- Steady ridership
- Slight increase of service hours
- Slight increase in industry operational costs
- Service impacted by bus operator shortage and significant effort to hire bus operators, resolving towards end of fiscal year
- Updated software for Automatic Passenger Counters (APCs), impacting ridership reporting
- Ridership reduction on 71 series bus routes from major service changes in fall 2023

Ridership:

- Total ridership of 33,269,678
- 1% decrease for bus
- 5% increase for light rail
- 2% increase for paratransit
- 60% increase for the incline due closures

Bus ridership reporting was impacted by a change in passenger counting software. The new software seems to be more accurate, but accounts for an approximate 7% drop in reported ridership from the older software.

Passengers Per Service Hour (PPH)

- PRT was able to slightly increase revenue service hours, while ridership remained steady, and industry costs increased by 5% across operational categories. This led to a very slight reduction in efficiency (PPH).

Cost by Mode

- Incline – reduction in costs (Incline had a long closure in FY23 which drove costs up)
- Bus – slight increase (ridership reporting impact)
- Light rail – steady
- Paratransit - steady

On-time performance:

- Bus on-time performance decreased from 67% to 66% due to ongoing construction and unavoidable detours
- Rail on-time performance decreased from 87% to 83% largely due to planned capital construction projects.

Crowding

- Crowding slightly increased, from 1.2% to 1.4% year over year, due to bus operator shortage and out of service trips as a result.

Out of Service Percentage

- Out of service level exceeded PRT's threshold of 1.5% by 0.2%, impacted by bus operator shortage

According to the Title VI evaluation, minority routes and low-income routes were more likely to be crowded, which could be addressed with larger vehicles and adding trips where feasible.

Major Service Reductions in FY24

- In October 2023, in response to operator shortages and as part of the early implementation of the upcoming PRTX service changes, PRT modified the 61D, 71A, 71C, 71D routes to turn around in Oakland.
- This was a neutral change in service levels for the 61 series routes but about a 25% decrease in service on the 71 series routes.
 - The estimated impact on the 61 series is about a -2% change in ridership (accounting for changes in ridership reporting previously mentioned).
 - The estimated impact on the 71 series is about a -11% change in ridership (accounting for changes in ridership reporting previously mentioned).
 - Routes 61C and 71B experienced notable crowding increases of 1% and 1.3%, respectively.

Looking Ahead to FY25 and FY26

- PRT is targeting service improvements in areas where we've not met our service standards, including:
 - **Out of service** – This is largely already addressed, PRT will continue its robust hiring efforts (current FY25 average is only 0.4%)
 - **On-time performance** – Key target area for FY2025 and FY2026
 - **Crowding** – Specifically on minority and low-income routes, especially those impacted by the FY24 major service reductions.
- PRT continues to advance other projects which directly support these service goals, including **NEXTransit Downtown**, the **PRTX University Line Bus Rapid Transit Project**, and most notably the **Bus Line Redesign Project**.

3. University Line BRT Project Quarterly Update (Amy Silbermann)

The University Line BRT project is continuing with Phase 1 work in Downtown Pittsburgh currently under constructions and expected to be completed by June 2025.

Phase 2 work in the Uptown and Oakland neighborhoods as far east as Bellefield Avenue was started in January and is currently under construction.

Downtown – Late Feb to June

- BRT stations will be installed at:
 - Fifth Ave @ Ross St
 - Fifth Ave @ William Penn Pl
 - Fifth Ave @ Liberty Ave
 - Sixth Ave @ Wood St
 - Sixth Ave between Grant and Ross St
- Red bus lanes and final signage will go in on Fifth Ave, Liberty Ave, and Sixth Ave
- Bus Routes 61A, 61B, 61C, 71B will have their routings updated with June schedules
- Construction will conclude on the Downtown Phase

Uptown & Oakland – March to June

- Work will occur throughout the corridor (Uptown & Oakland along both Fifth and Forbes) in small temporary (1-2 day) work zones
- Time of day depends upon location, some sites are day shift only and some are night shift only. (governed by City of Pittsburgh requirements and permitting).
- Scope includes underground utility work (relocating storm inlets and water lines) and traffic signal foundations and trenching for signal conduit.
- We anticipate larger work zones when we start pavement restoration in summer 2025.

With no further business, the Planning & Stakeholder Relations Committee meeting was adjourned.

The next meeting is scheduled for Thursday, March 20, 2025, in the fifth floor Board Room at Pittsburgh Regional Transit offices.