PITTSBURGH REGIONAL TRANSIT ANNUAL SERVICE REPORT 2022

CONTENTS

LETTER FROM THE CEO

Letter from CEO Katharine Kelleman

To Our Valued Riders,

Despite significant challenges we continue to face more than two years after the start of the global pandemic, our engines haven't stopped running, our wheels haven't stopped turning, and we are continuing to work to provide the excellent service you expect and deserve.

Fiscal Year 2022 brought many challenges, from supply chain and reliability issues to employee shortages that forced us to reduce service. However, it also brought continued investment in our aging infrastructure, plans for a zero-emissions fleet, and most importantly, a renewed optimism for the future of our industry.

Ridership continues to improve, as we are working through employee shortages with aggressive tactics to gain more applicants and set them up for long, successful careers.

The new year brought us a new name. This summer, we officially rebranded as Pittsburgh Regional Transit, or PRT, a name and brand that better reflects the services, values, and location of who we are and what we do every day. It also positions us well for the future as we redesign our bus network and engage communities throughout the region.

Some of the challenges we faced this year even provided opportunities to shine, including when several brave members of our police department helped rescue occupants trapped in the rubble of the collapsed Fern Hollow Bridge. The finalization of a new, four-year labor agreement helped end the calendar year on a high note.

Although some of our issues are likely to linger into next year, we stand poised to tackle them head-on.

We're excited to begin construction on the Downtown-Uptown-Oakland Bus Rapid Transit project, fully adopt our mobile ticketing system, implement changes to the way buses navigate downtown Pittsburgh, and further study more of the projects outlined in NEXTransit, the long-range transportation plan completed last year.

As we navigate these hurdles and opportunities, it's clear that public transit is essential to connecting communities, providing access and independence, and growing our region's economy. On behalf of all our dedicated employees, thank you for your support.

Sincerely,

Katharine Kelleman, CEO, Port Authority of Allegheny County

INTRODUCTION

Overview of the Annual Service Report

Pittsburgh Regional Transit strives to provide a range of safe, high-quality transit services that satisfies three primary goals: efficiency, effectiveness, and equity. These goals are critical to successful transit. PRT's Transit Service Standards, last amended by the PRT Board in July 2020, puts forward various performance metrics to measure the agency's progress toward each of these goals. At the end of each year, the agency gathers all its service data and measures that year's performance against the service standards, historical performance and peer agencies. This allows PRT to identify where it is meeting or exceeding expectations and find areas to improve for the upcoming year. This information is compiled in a report format to create the Annual Service Report.

The Annual Service Report uses fiscal year data (July 1st of the prior calendar year through June 30th of the stated year). Both systemwide and route-specific performance reporting data from Fiscal Year 2022 are included in this report. This is the third year the report will include Title VI-based performance analysis to ensure the service provided does not negatively impact minority and low-income areas in the service area.

In FY22, PRT did not evaluate service requests. Staff time was instead put toward service changes that responded to pandemic-related ridership and operational challenges. See page 30 for an explanation of PRT's service request process and why it is currently on hold

PRT hopes that this era of transparency and data-driven decision-making assures riders that the organization is constantly striving to better itself and evolve with new technologies and data while maintaining an emphasis on local knowledge and a deep understanding of the communities it serves.

SYSTEM OVERVIEW

Overview of Port Authority's Transit Services

Pittsburgh Regional Transit provides public transportation services within Allegheny County, including the City of Pittsburgh, in Southwest Pennsylvania. These services include 96 bus routes, three light rail routes, and two inclined planes (funiculars), one of which is operated by an outside entity and is therefore not included further in this report. PRT also sponsors the ACCESS paratransit program, which provides door-to-door, advance reservation, shared ride service contracted through a third-party provider. These services are supported by almost 7,000 transit stops and stations, over 700 shelters, 49 Park and Ride lots, 123 locations where customers can purchase fare cards and tickets, three busways, which are bus-only roads and various operational centers including one light rail center, four bus garages, one heavy maintenance bus facility, and one general maintenance facility.

Legend

- Light Rail Stops
- Incline Stops
- Busway Stops
- · Bus Stops
- ● Park and Rides
- — Fixed Guideways (Busway and Light Rail)
- — Bus Routes
- City of Pittsburgh
- Allegheny County

N

0 1 2   4   6   8   Miles
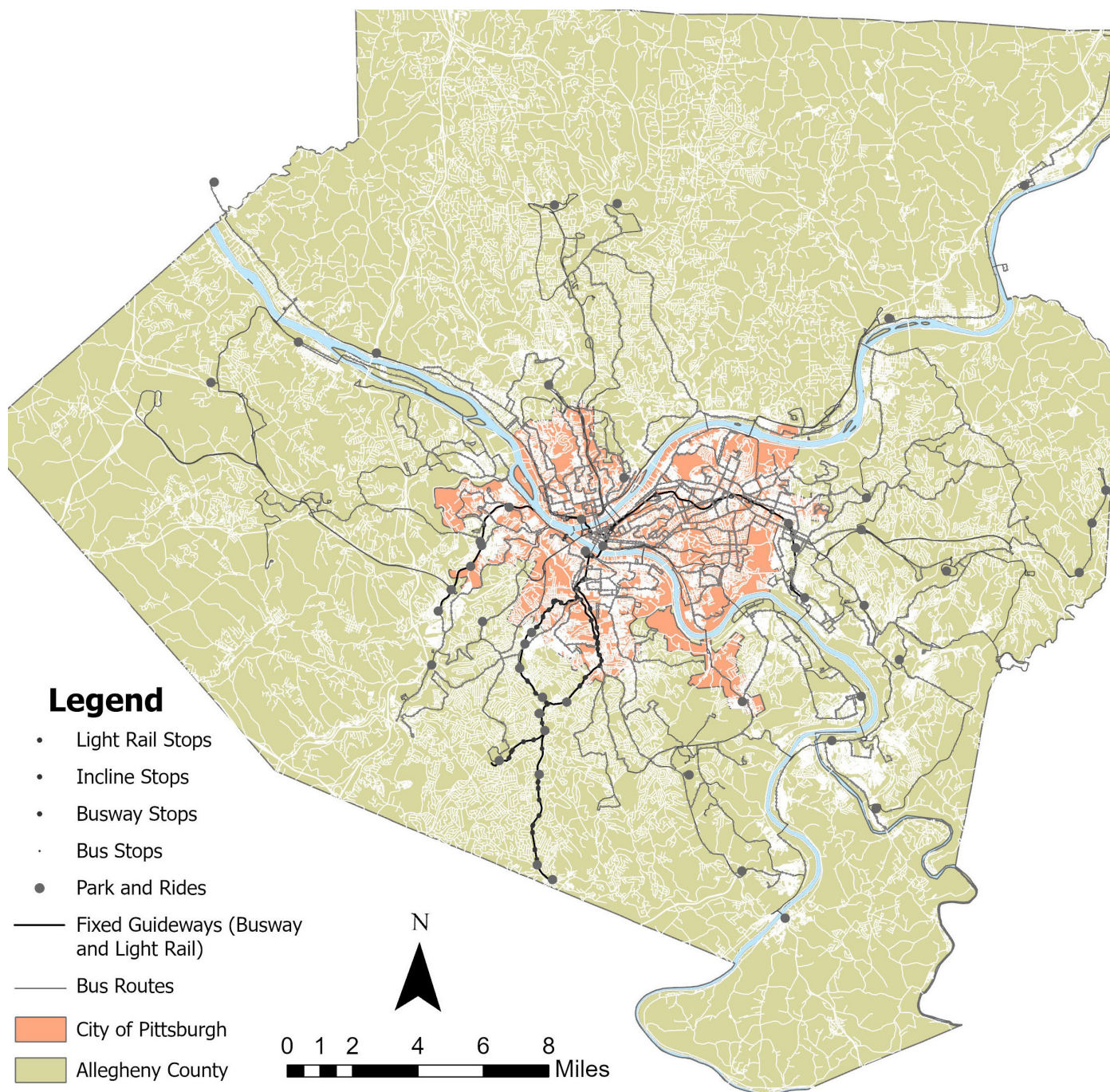
SYSTEM OVERVIEW

Fleet

PRT's current fleet size is 731 buses and 81 light rail vehicles. The break-down of the number of vehicles in FY22 by type can be seen in the chart below. The fleet includes eight battery-electric buses, ten hybrid-electric buses, 558 40-foot diesel buses, 125 articulated 60-foot diesel buses, 30 35-foot diesel buses, and 2 Incline cars.
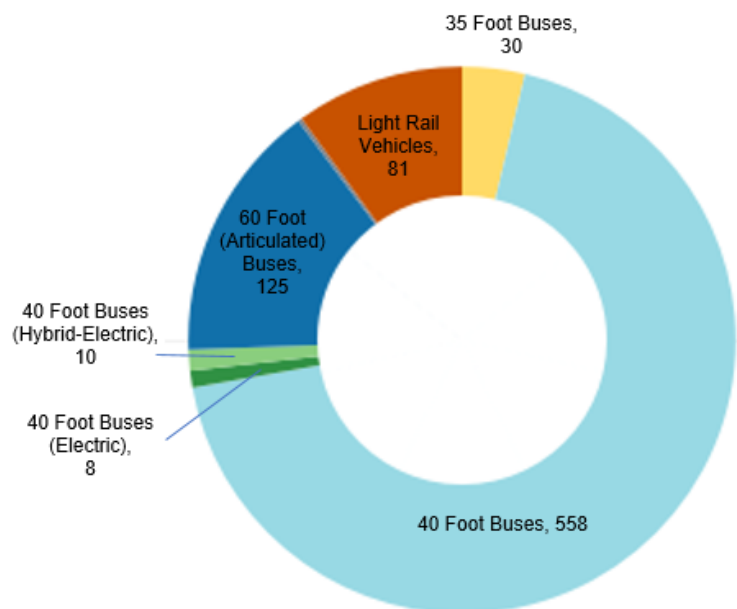
Transit Stops and Stations

PRT has 6,820 transit stations and stops, of which 6,715 are for buses, 100 for light rail, and four for the inclines.

Shelters

PRT has 327 owned and maintained shelters or sheltered stations throughout the county. Additionally, 424 bus stops have shelters owned by another entity – mostly advertising agencies. Overall, 751, or 11%, of PRT's transit stops and stations are sheltered.

SYSTEM OVERVIEW

As seen in the above chart, since CY17 the percentage of stops with shelters have increased gradually from 8.2% to 8.7%. This is an over 6% increase from CY17. As for average weekday passengers sheltered at their boarding stops- the number has remained quite stable. In CY17 43% of waiting passengers were sheltered, which dropped to 39% in CY18, but gradually increased back up to 43% in FY22.

Park and Ride Lots

PRT riders have access to 49 park and ride lots with 13,550 parking spaces. PRT owns 25 of these lots totaling 7,368 spaces. The remaining 24 lots, with 6,182 spaces, are either leased by the PRT or are owned by another entity but advertised in PRT's system due to their proximity to transit service.

The pandemic caused commuter ridership to plummet and riders have been slow to return. The lots averaged 75% full until the pandemic and hit a low of 12% full in FY21. In FY22 these 49 parking lots were filled with approximately 2,430 vehicles (about 18% full) and generated roughly 5,000 trips per day, or about 4.8 percent of PRT's average weekday riders.

Park and Ride Occupancy Rates
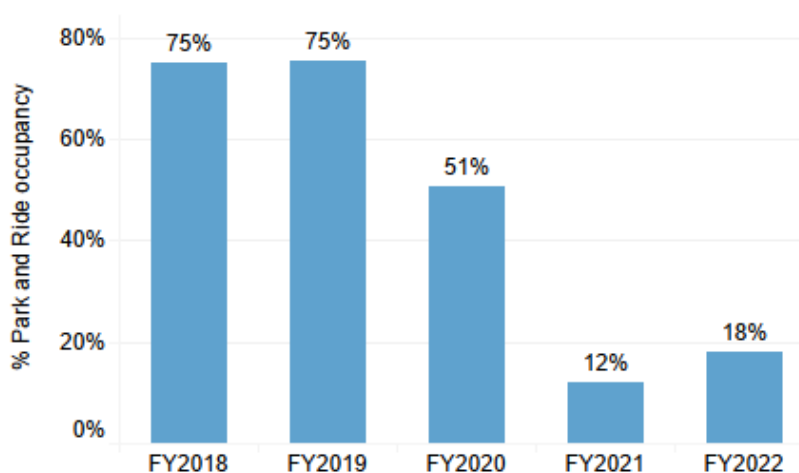
SERVICE AND RIDERSHIP

Service Levels

PRT provided 2,050,337 revenue service hours in FY22, which is approximately 10% lower than FY20, and 14% lower than the revenue service hours in FY19. The national driver shortage continued to impact PRT; the agency currently has 12% fewer operators than in 2019. The shortage forced PRT to reduce service in FY22 to ensure that enough drivers were available to fill scheduled service.

Historical Hours of Revenue Service by Mode

Mode
- Paratransit
- Monongahela Incline
- Light Rail
- Bus
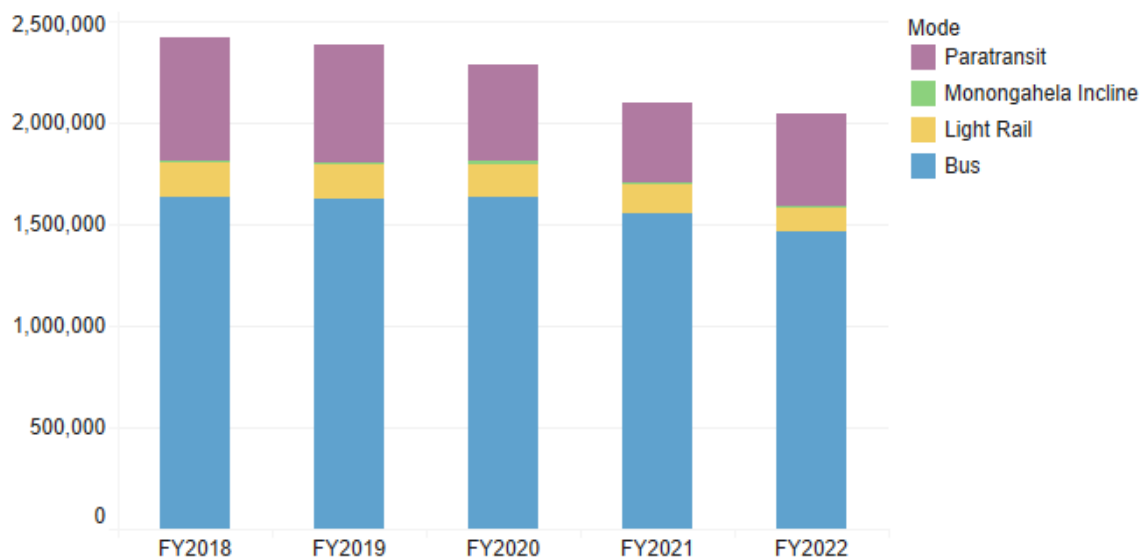
Ridership

Ridership increased steadily in FY22 when compared to FY21, as more riders returned to the system and the pandemic waned. In FY22 ridership increased 42% from FY21 to 32,328,532. Ridership increased across all modes. Bus ridership increased by 42.3%, light rail by 50.5%, ACCESS paratransit by 26.8%, and incline ridership by 66.5% compared to FY21.

Historical Ridership by Mode

Mode
- Paratransit
- Monongahela Incline
- Light Rail
- Bus
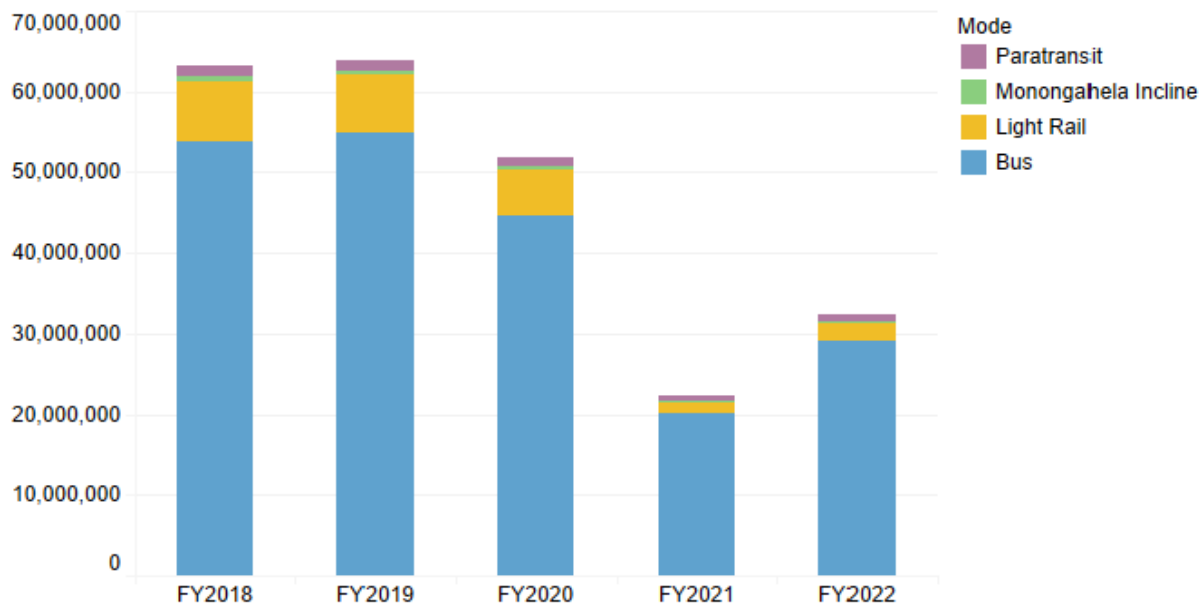
SERVICE AND RIDERSHIP

Peer Agency Selection

The following pages describe Pittsburgh Regional Transit's efficiency and effectiveness metrics, which are provided both historically as well as in comparison with peer agencies. PRT compares itself to nine peer transit agencies across the U.S. with which it has some combination of similar city/metropolitan area population, similar transit service levels, or similar modes of service provided. Information about each of these attributes is collected from the National Transit Database (NTD), the primary source of information regarding transit agencies across the country. Each year, federal funds are allocated to these transit agencies based on the performance data provided to the NTD.

Note that peer agency comparison data is only available on a one-year delay; therefore, peer data is compared for FY21 across all metrics.

Agency Name	Location	Service Area (in square miles)	Service Area Population	Bus	LRT	Para-transit	Inclined Plane	Annual Total Ridership	Annual Operating Expense
Maryland Transit Administration (MTA)	Baltimore, MD	2,560	7,811,145	x	x	x		42,337,039	$786.341.696
Niagara Frontier Transportation Authority (NFTA)	Buffalo, NY	352	865,340	x	x	x		11,319,227	$131,201,201
The Greater Cleveland Regional Transit Authority (RTA)	Cleveland, OH	458	1,412,140	x	x	x		15,872,963	$255,240,176
Regional Transportation District (RTD)	Denver-Aurora, CO	2,342	2,920,000	x	x	x		48,777,163	$569,856,547
Milwaukee County	Milwaukee, WI	241	943,240	x		x		15,998,420	$141,011,433
Metro Transit	Minneapolis, MN	492	1,731,667	x	x			32,861,129	$410,549,749
Pittsburgh Regional Transit	Pittsburgh, PA	775	1,250,578	x	x	x	x	22,468,100	$444,564,164
Tri-County Metropolitan Transportation District of Oregon	Portland, OR	383	1,577,164	x	x	x		40,308,533	$502,697,459
Bi-State Development Agency of the Missouri-Illinois Metropolitan District	Saint Louis, MO	558	1,566,004	x	x	x		17,382,680	$277,074,174
King County Metro Transit	Seattle, WA	2,134	2,287,050	x		x		52,698,393	$765,927,112

SYSTEM EFFICIENCY

Pittsburgh Regional Transit strives to provide the highest amount of value to riders and taxpayers by using resources efficiently. This is achieved by maximizing the number of passenger trips provided with available resources, such as time, vehicles, and staff. Three metrics are used to evaluate PRT's efficiency: passengers per revenue vehicle hour, cost per passenger served, and percentage of time spent in revenue service.

Peer agency comparisons may include a mix of data for different modes pertaining to the specific agencies and therefore may not be directly comparable. Unless otherwise stated, they do not include paratransit.

Passengers per Revenue Vehicle Hour

The amount of time spent transporting passengers is an important indicator of the efficiency of any transit system. PRT measures the number of passengers carried per hour of revenue service (time spent carrying passengers) provided. In FY22, PRT averaged 19.8 passengers per hour of revenue service provided. This is 53% more efficient than the FY21 efficiency of 12.9 passengers per hour. The ridership increase during the same period was 43% (without paratransit). The improved efficiency of FY22 over FY21 can be attributed to the return of riders on all modes, as well as service reductions on less efficient routes.

Passengers per Revenue Service Hour

FY2018	FY2019	FY2020	FY2021	FY2022
34.2	34.7	28.0	12.9	19.8
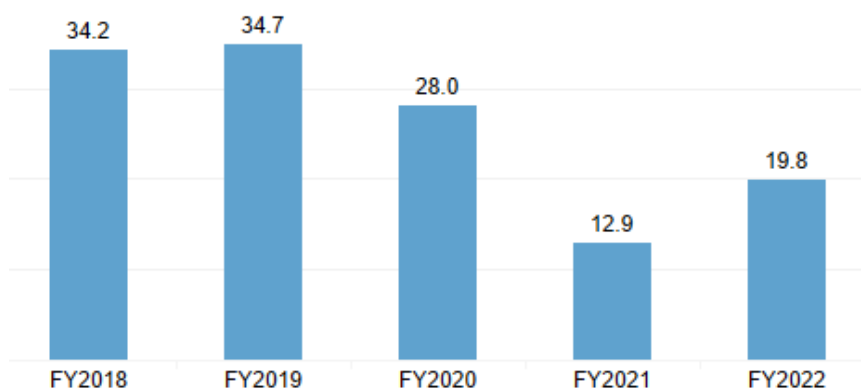
Passengers per Revenue Vehicle Hour by Mode

Bus performed moderately in comparison with its peer agencies, carrying 12.9 passengers per hour of revenue service provided in FY2021. It ranked sixth among the 10 agencies.

Passengers per Revenue Service Hour; Bus (FY2021)

Cleveland, OH	St. Louis, MO	Milwaukee, WI	Minneapolis, MN	Pittsburgh, PA	Portland, OR-WA	Buffalo, NY	Seattle, WA	Denver-Aurora, CO	Baltimore, MD
10.8	10.9	12.5	12.8	12.9	13.1	13.5	14.6	16.8	22.6
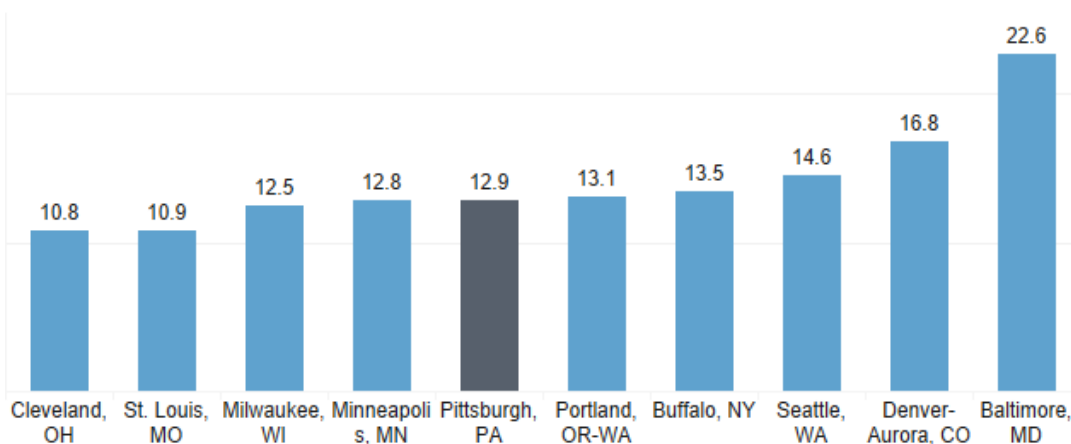
SYSTEM EFFICIENCY

PRT's light rail system performed low in efficiency compared to the ten peer agencies, carrying 12.3 passengers per hour of revenue service provided in FY21 ranking second to last.

Passengers per Revenue Service Hour; Light Rail (FY2021)

Baltimore, MD	Pittsburgh, PA	Cleveland, OH	Buffalo, NY	Denver-Aurora, CO	St. Louis, MO	Portland, OR-WA	Minneapolis, MN
12.1	12.3	14.9	17.8	19.0	22.5	25.4	28.6
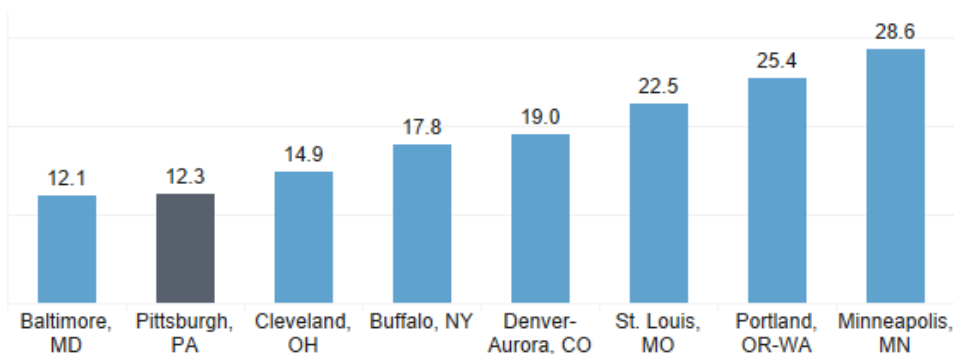
ACCESS Paratransit performed moderately well in comparison with its peers, carrying 1.7 passengers per hour of revenue service provided in FY21. It ranked fifth among nine agencies. One peer agency was not included in the comparison since it does not have paratransit service.

Passengers per Revenue Service Hour; Paratransit (ACCESS) (FY2021)

Seattle, WA	Denver-Aurora, CO	Portland, OR-WA	Buffalo, NY	Pittsburgh, PA	St. Louis, MO	Cleveland, OH	Baltimore, MD	Milwaukee, WI
1.3	1.4	1.4	1.6	1.7	1.7	1.8	1.8	2.0
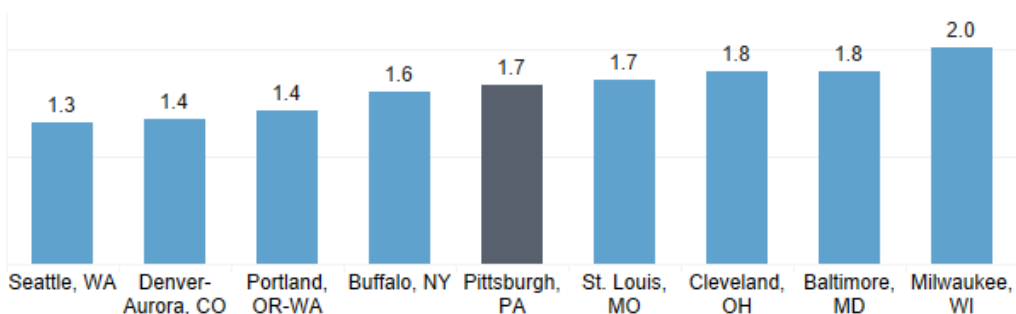
SYSTEM EFFICIENCY

- -

Cost per Passenger Served

In addition to passengers served per revenue service hour and vehicle in-service time, cost per passenger served is another important measure of efficiency. In FY22, it cost PRT an average of $13.37 to transport each passenger it carried, a 27% decrease from FY21. Cost per rider was higher in FY21 due to less overall ridership. Fare revenue averaged $1.49 (11% of the cost) per passenger trip provided. This left a $11.88 subsidy per ride that was filled through various federal, state, and local funding sources. This section uses preliminary cost numbers for FY22 and may be subject to change.

Cost per Passenger Served

Year	Cost
FY2018	$6.07
FY2019	$6.34
FY2020	$7.94
FY2021	$18.42
FY2022	$13.37
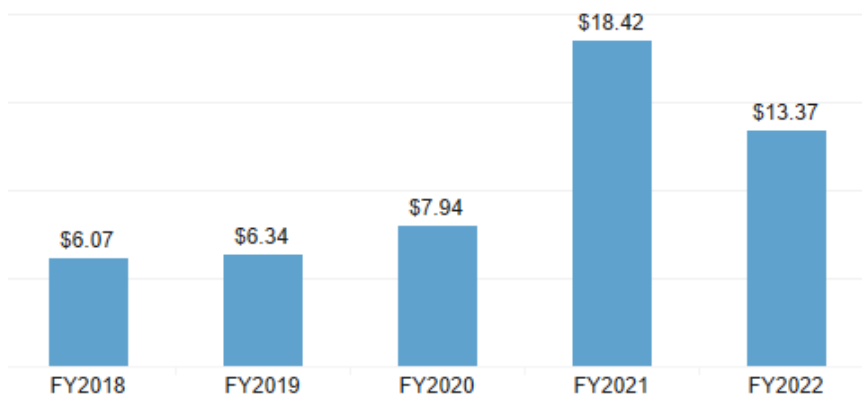
PRT's year over year cost per rider by mode is shown in the graph below. In FY21 light rail had a drastic cost increase due to a COVID-related 73.8% decline in ridership compared to FY20. As ridership increased, the cost per rider decreased by 30.1% to $33.64 in FY22. Similarly, with regaining ridership in FY22, bus cost per rider decreased by 27.2% to $11.94. Incline had the largest cost decline of 39.9% to $4.15 per rider in FY22.

Cost per Rider by Mode

Mode	FY2018	FY2019	FY2020	FY2021	FY2022
Paratransit	$25.61	$26.35	$29.42	$48.14	$41.67
Monongahela Incline	$1.74	$2.90	$4.03	$6.91	$4.15
Light Rail	$8.72	$9.93	$12.46	$48.14	$33.64
Bus	$5.74	$5.90	$7.41	$16.41	$11.94
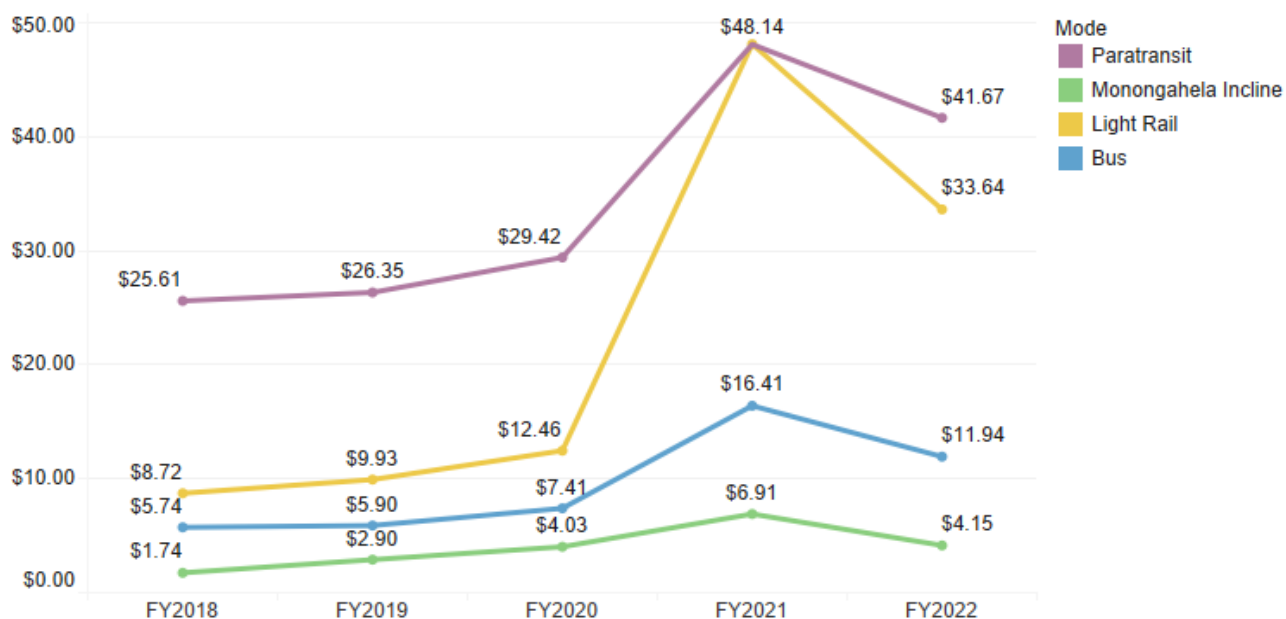
SYSTEM EFFICIENCY

PRT's cost per passenger served in FY21 was the highest among its peers. Nationwide, many agencies made large reductions in scheduled service hours in FY21 due to the pandemic, while PRT made multiple small reductions. These costs can also be attributed to an older system with significant legacy costs, significant congestion, long-standing collective bargaining agreements that are difficult to change, and the region's unique topography which affects the efficiency of vehicles getting to and from places where it begins service, as well as vehicle maintenance costs.

Cost per Passenger Served: All Modes (FY2021)
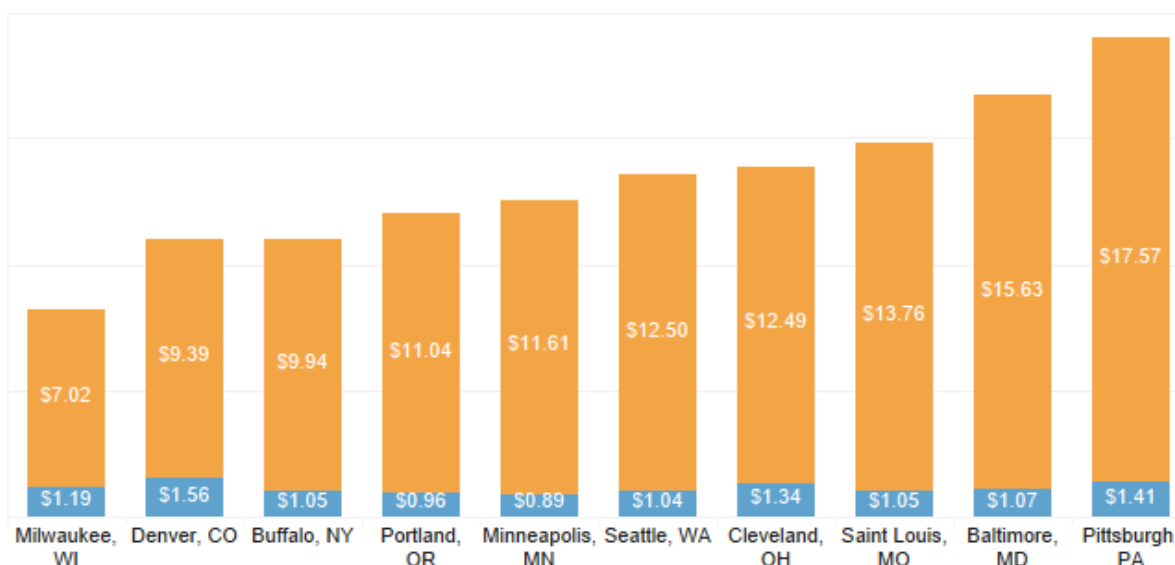
Cost per Passenger Served by Mode

Buses performed inefficiently compared to its peer agencies in FY21, with the highest cost per rider of $16.96. Apart from reasons similar to the above section, relatively high service hours, less ridership, and comparatively high labor and maintenance costs are reasons for this high cost.

Cost per Passenger Served; Bus (FY2021)
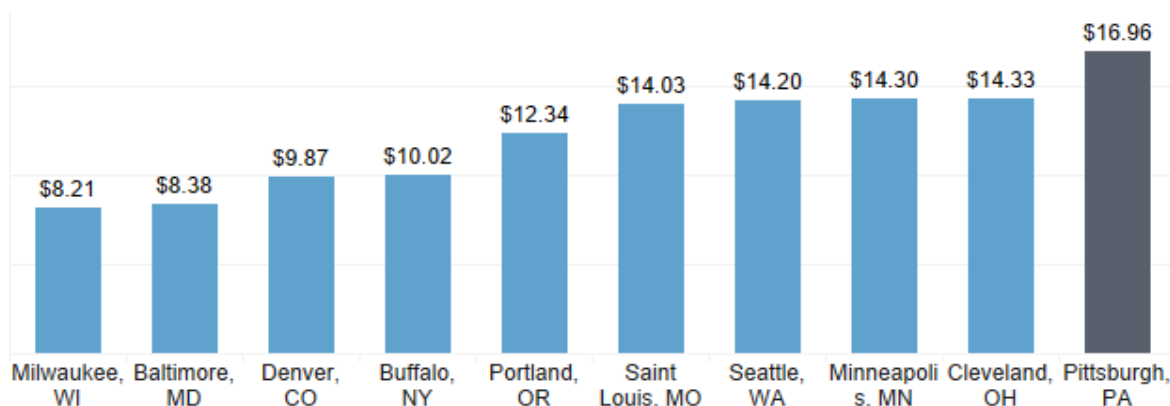
SYSTEM EFFICIENCY

Light rail had the highest cost per passenger served compared to its peers at $48.73 per rider served. This was due to the significant decline in ridership for rail while the cost of providing the service remained largely the same. Despite fewer riders, PRT continued to provide 82.7% of FY19 rail service in FY21. The cost of light rail was already high compared to peers because of comparatively high operator and maintenance employee wages and benefits, high maintenance costs (which are impacted by challenging topography and slopes), and closely spaced stations, which cause the rail system to travel at lower speeds.

Cost per Passenger Served; Light Rail (FY2021)

Minneapolis, MN	Portland, OR	Denver, CO	Saint Louis, MO	Buffalo, NY	Cleveland, OH	Baltimore, MD	Pittsburgh, PA
$7.98	$10.97	$12.04	$16.46	$17.21	$19.86	$28.75	$48.73
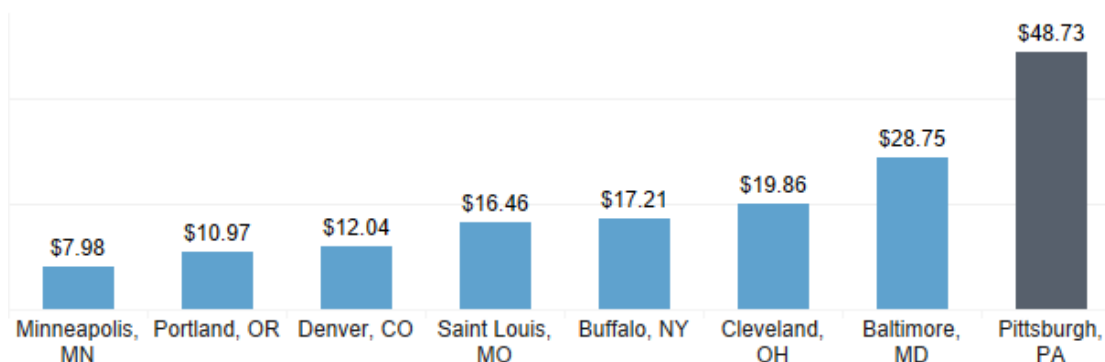
ACCESS paratransit performed very efficiently compared to its peer agencies, with a cost per passenger of $46.14 in FY21, ranking second-lowest among its peers.

Cost per Passenger Served; Paratransit (FY2021)

Milwaukee, WI	Pittsburgh, PA	Saint Louis, MO	Baltimore, MD	Denver, CO	Buffalo, NY	Portland, OR	Cleveland, OH	Seattle, WA
$43.95	$46.14	$62.46	$66.89	$69.58	$70.71	$83.79	$105.14	$107.83
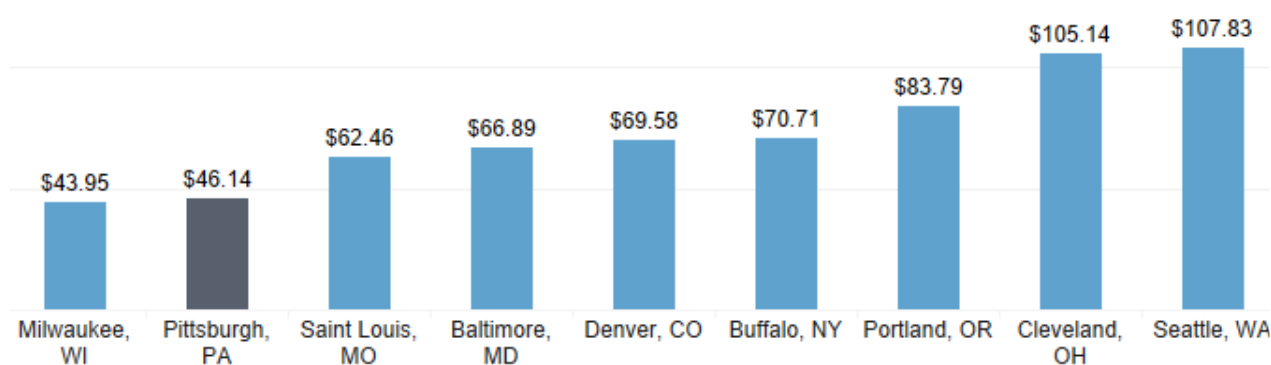
SYSTEM EFFICIENCY

Time Spent in Revenue Service

PRT continues to seek more efficient ways to provide service and attempt to maximize the amount of time that buses are in revenue service (as opposed to driving to and from garages to start or end their trips). This allows PRT to provide the most transit service possible within the available resources of operator time and vehicles required. The amount of time vehicles spend in service has remained relatively constant over the last five years.

Percent Time Spent in Revenue Service

FY2018	FY2019	FY2020	FY2021	FY2022
87.9%	86.6%	86.7%	86.7%	86.2%
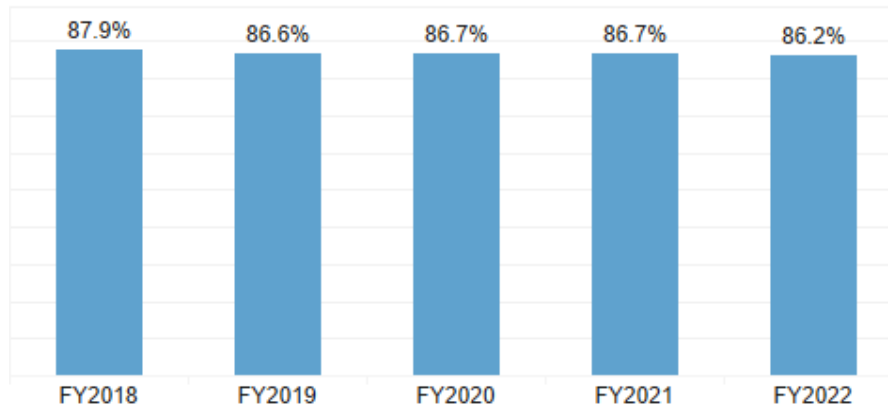
PRT has the lowest percentage of time spent in revenue service compared to its peers at 86.6%. PRT has historically scored poorly relative to peer agencies due to geographical challenges of the area's street network, placement of bus divisions, and operational constraints. However, PRT continues to look for ways to increase this efficiency. Revenue service time is further broken out by mode in the charts on the following page.

Percent Time Spent in Revenue Service: All Modes (FY2021)

Pittsburgh, PA	Seattle, WA	Minneapolis, MN	Buffalo, NY	Denver-Aurora, CO	Baltimore, MD	St. Louis, MO	Portland, OR-WA	Cleveland, OH	Milwaukee, WI
86.6%	88.5%	90.5%	90.6%	91.9%	92.0%	92.2%	94.2%	94.5%	96.4%

SYSTEM EFFICIENCY

- -
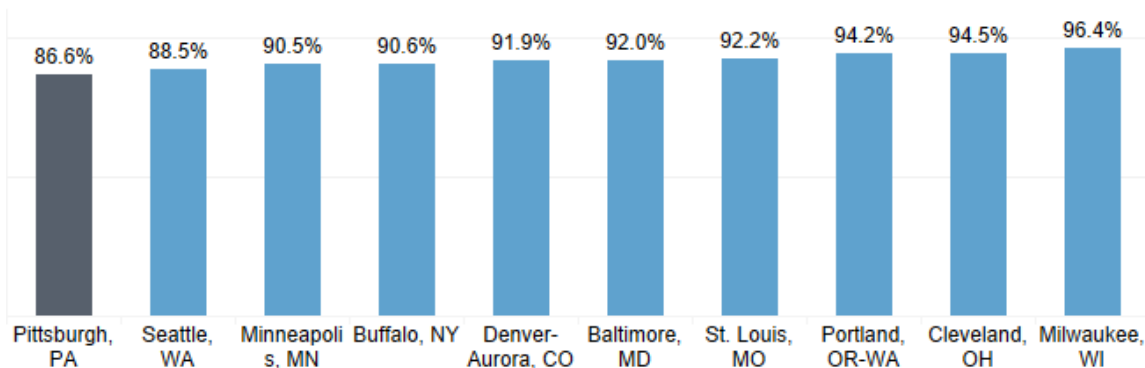
Time Spent in Revenue Service by Mode

Compared to its peers, PRT buses spend the lowest amount of their time in service at 85.9%. One challenge for PRT in this regard is the location of its bus garages - two of which are relatively convenient to areas where service begins or ends, but two of which are further away from where service is provided. As PRT looks to add another bus garage in the future, the convenience of its location will be essential to maximizing the amount of service provided within available resources.

Percent Time Spent in Revenue Service; Bus (FY2021)

Pittsburgh, PA	Seattle, WA	Minneapolis, MN	Buffalo, NY	St. Louis, MO	Baltimore, MD	Portland, OR-WA	Denver-Aurora, CO	Cleveland, OH	Milwaukee, WI
85.9%	88.5%	89.8%	90.1%	90.9%	91.4%	93.0%	93.3%	94.3%	96.4%
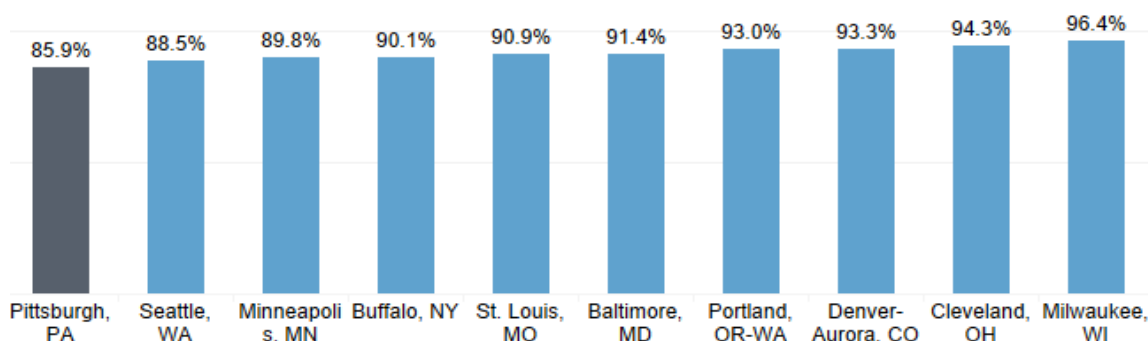
PRT's light rail in-service time is moderate compared to its peers at 97.3%. These numbers do not vary much from one agency to the next, as light rail vehicle storage and maintenance facilities are almost always built near the terminus of a light rail line.

Percent Time Spent in Revenue Service; Light Rail (FY2021)

Denver-Aurora, CO	Minneapolis, MN	Buffalo, NY	Baltimore, MD	Pittsburgh, PA	St. Louis, MO	Portland, OR-WA	Cleveland, OH
87.1%	94.0%	94.7%	97.0%	97.3%	98.4%	98.5%	98.8%
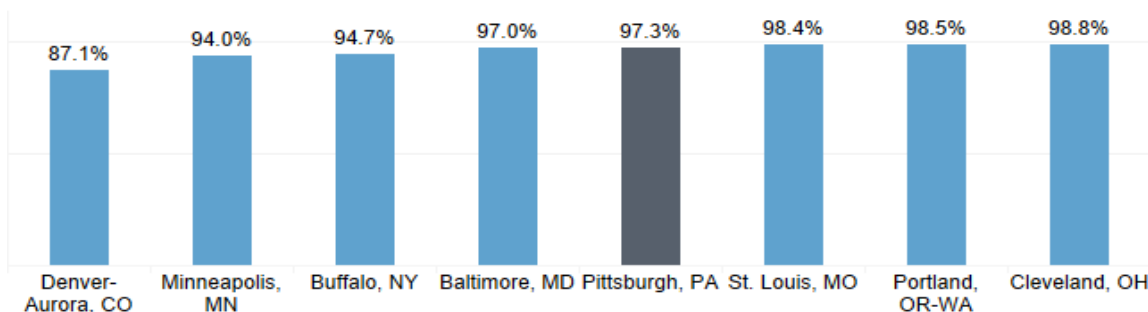
ACCESS paratransit ranked third compared to its peers with an average percent time spent in revenue service of 89.9%.

Percent Time Spent in Revenue Service; Paratransit (FY2021)

Denver-Aurora, CO	Buffalo, NY	Seattle, WA	Milwaukee, WI	Cleveland, OH	Portland, OR-WA	Pittsburgh, PA	St. Louis, MO	Baltimore, MD
77.7%	78.8%	82.3%	84.3%	85.1%	86.9%	89.9%	92.6%	107.9%

- -
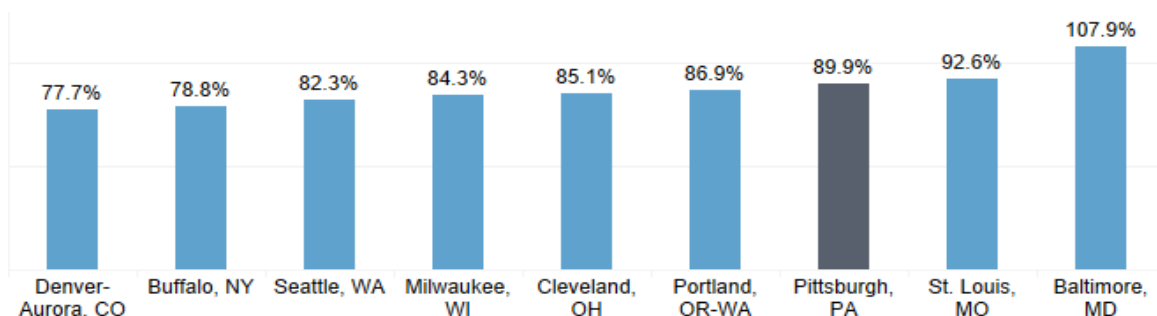
SYSTEM EFFECTIVENESS

Providing effective transit services means providing services that maximize access to the variety of destinations around Allegheny County. This includes not only residents and jobs, but also medical institutions, shopping, cultural centers, places of worship, parks and recreational areas, and other community assets. PRT defines effectiveness in a variety of ways. On a system level, this includes looking at how many residents and jobs are accessible to transit within a reasonable walking distance, the timeliness of those transit services (on-time performance) so that riders can get to their destinations when planned, and crowding on vehicles to ensure there is adequate space for riders.

Walkable Service Area

While PRT service does not cover all of Allegheny County, in FY22 over half of all jobs and residents were within walking distance of transit due to high population density in the urban core. On weekdays, over 54% of residents and about 63% of jobs in the county have walkable access to transit. Due to lower service on Saturdays and Sundays, the all-day walkshed provides access to 48% of all residents and 59% of jobs. There was an 18% increase for residents and 13% increase for jobs in the weekday walkshed, and a 17% and 16% increase in residents and jobs respectively for the all-day walkshed compared to last year's analysis. This increase can be attributed to the use of more granular Census Block level population and job data, instead of block group level data. This provides more fine-tuned results for the population and jobs falling within PRT walksheds.

Frequent Service Area

Being able to access transit services is vital to many communities, but being able to access transit without having to schedule life activities around transit schedules promotes mobility and allows residents the freedom of not owning a personal vehicle. In order to have such mobility, it is vital that transit is always available. PRT defines a "frequent service area" as the 1/4 mile area around a transit stop or the 1/2 mile area around a transit station that has service at least every 15 minutes for at least 15 hours a day and every 30 minutes for an additional five hours, every day of the week.

In FY22, PRT's frequent service area covered 4.5% of the geographic area of Allegheny County but encapsulated almost 19% of the residents and 40% of the jobs.

Service Days	Service Area Total (miles^2)	Percent of Total	Population Total	Percent of Total	Jobs Total	Percent of Total
Five Day Service Walkshed (No weekends)	136.62	18.3%	679,678	54.35%	456,659	62.59%
All Days Service	113.78	15.3%	603,495	48.26%	432,047	59.22%
Frequent Service	33.19	4.5%	233,134	18.64%	290,068	39.76%
All of Allegheny County	745		1,250,578		729,582	

SYSTEM EFFECTIVENESS

- -

Walkable Service Area Over the Last Five Years

PRT's walkable service area has evolved over the last five years. During the years 2017 through 2020 service area had a gradual reduction with route modifications. In CY17 the five-day walkshed covered 16.4% of the County, which was reduced to 15.2% in FY20. This reduced the population and jobs coverage by 4.6% and 7.2% respectively. Service additions in FY21 and FY21 increased the five-day service coverage to 18.3% in FY22 and increased access to population and jobs 54.3% and 62.6% respectively. Weekend service additions in FY21 and FY22 increased population and job access to 48.3% and 59.2% from 33.5% and 46.6% in FY20. The changes in transit-accessible population and jobs over the last five years are shown in below bar charts.

Population Walkshed Coverage

Jobs Walkshed Coverage
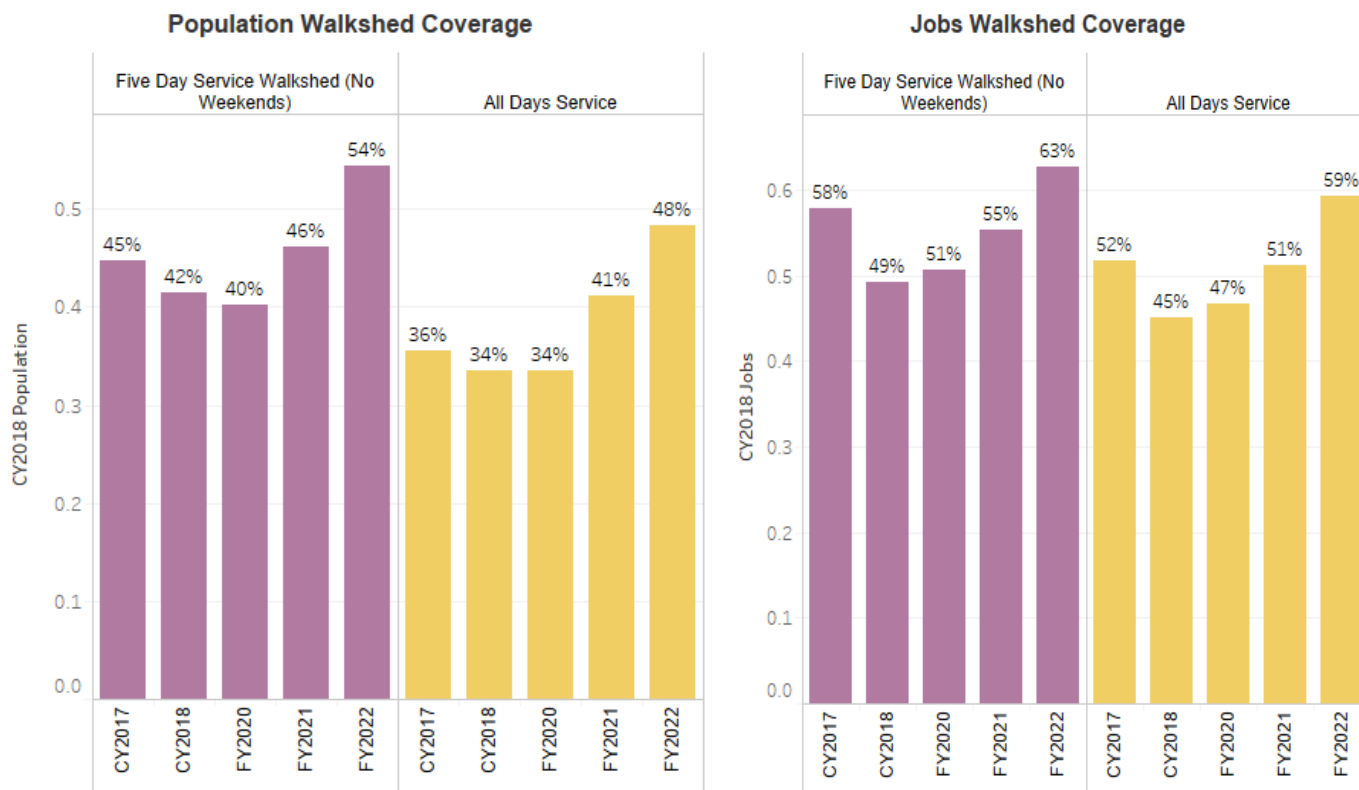
SYSTEM EFFECTIVENESS

The map below shows where each of these walksheds occur within Allegheny County. The darkest walkshed represents the frequent service area and the lightest walkshed represents the weekday-only service area, with relative walksheds lightening in color respectively.

Legend

- All Days Frequent Service Walkshed
- All Days Walkshed
- Five Days Walkshed (No Frequent Service)
- City of Pittsburgh
- Allegheny County

N

0 1 2   4   6   8
Miles
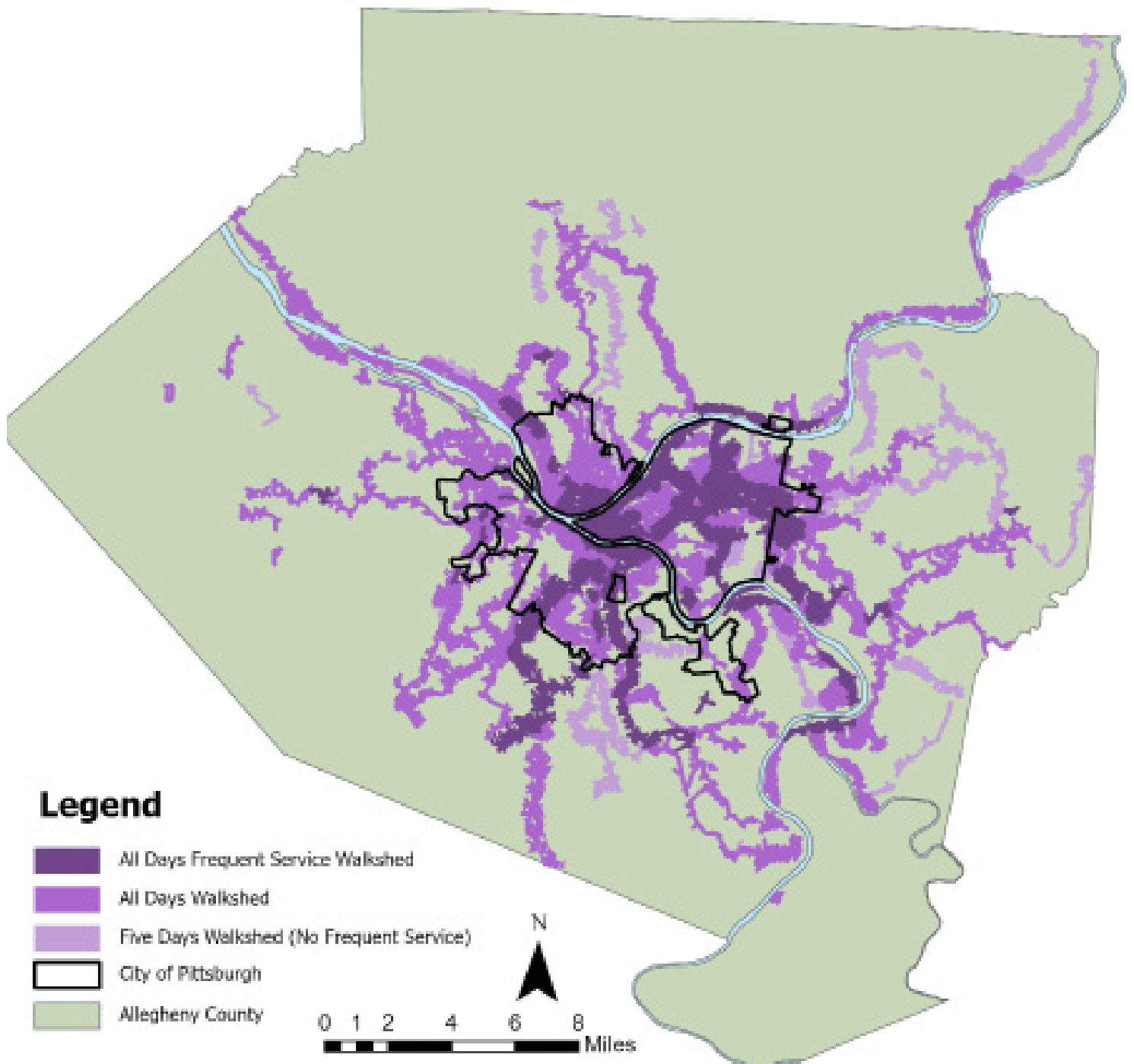
SYSTEM EFFECTIVENESS

System On-Time Performance

PRT measures on-time performance (OTP) on a daily basis. Bus and light rail schedules are updated quarterly to adjust for changes in running times along a route. The Monongahela Incline is not included in on-time performance, as its trips do not run on a schedule.

To be considered 'on-time,' a bus or light rail vehicle must arrive at its timepoint (key stops along its route) between one minute ahead of schedule and five minutes behind schedule. On-time performance is collected at every time-point on every trip through automatic vehicle location (AVL) systems linked to GPS devices on buses.

Bus on-time performance decreased from 71.8% in FY21 to 71.4% in FY22. Construction-related delays and increased ridership contributed to the slight decrease.

Historical On-Time Performance
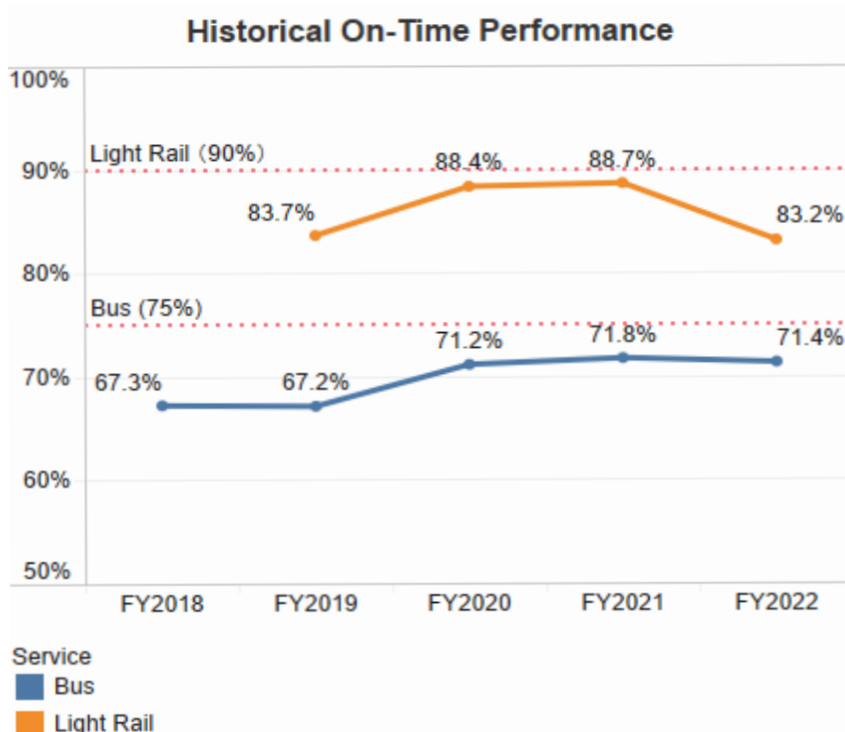
AVL systems were installed on light rail in late 2018; as such light rail on-time performance only has data for FY19 to FY22. Rail on-time performance dropped from 88.7% in FY21 to 83.2% in FY22. The low on-time performance on the RED line due to the closure of Palm Garden bridge contributed to this overall low OTP on the rail.

Compared to its peer agencies that report on-time performance data, PRT buses perform least effectively. There is no FTA-mandated on-time performance standard and agencies measure OTP differently, making exact comparisons difficult. Data was collected from agency websites and publicly available reports. Four peer agencies did not have adequate data available for comparison in FY22, therefore they are not reported below.

Peer Agency Bus On-Time Performance (FY2022)
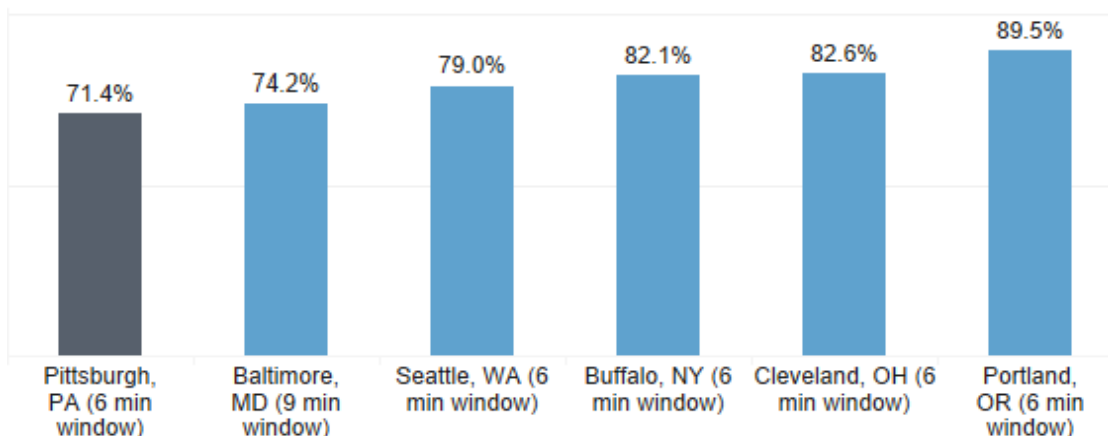
SYSTEM EFFECTIVENESS

- -

Passenger Loads: Crowding

In FY22 a trip was considered "crowded" if the number of passengers on board exceeded the number of available seats (more than 100%) at any point on the trip. Pre-pandemic, trips were considered crowded if they exceeded 140% of seated load for Rapid routes and 120% capacity for all other routes. At other times of day and other days of week a trip was considered crowded if the seated load exceeded 100% of seats. Crowding is only measured on bus routes, as Automatic Passenger Counters (APCs) have not been installed on light rail or the incline to measure trip-level ridership.

Using the current definition of crowding, only 0.5% of all bus trips were crowded in FY22. The top ten routes with most trips exceeding a seated load were local routes travelling through Oakland. The return of on-campus students positively impacted ridership growth in FY22 and subsequently caused crowding on certain routes.

Crowding: Trips with Standees

FY2018	FY2019	FY2020	FY2021	FY2022
3.5%	3.8%	3.7%	0.0%	0.5%

- -
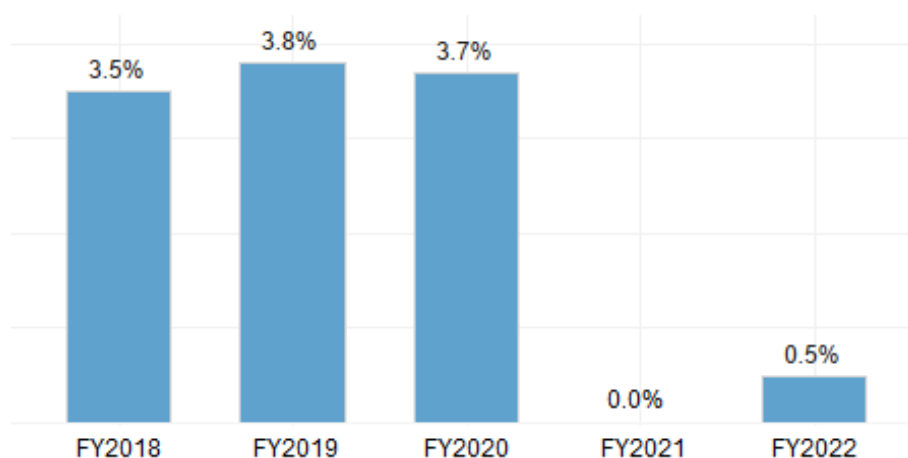
SYSTEM EQUITY

Persons with greater mobility needs are critical to the sustainability of Pittsburgh Regional Transit. They are the people who ride most often and are most in need of service because they do not have as many options to get from place to place by other means. Data below includes information regarding the population of Allegheny County as a whole to give a broader view of riders and trends.

Pittsburgh Regional Transit's Equity Index

PRT considers the following groups when looking at populations with greater mobility needs: people in poverty, persons of a minority race or ethnicity, persons with disabilities, persons under age 18 and over age 65, persons without access to a vehicle, persons who do not speak English very well, and female heads of household. All the data on where these groups reside around Allegheny County is taken from the US Census and American Community Survey. PRT uses a combination of the stated demographic indicators to develop an overall location-based equity index within Allegheny County. Each category and its reason for inclusion in the index is discussed below. The full report can be found on PRT's website.

www.rideprt.org/surveysandreports

People in Poverty:

Three types of data are used to capture the areas where people in poverty either live or work: household income (households earning less than $25,000 per year), cost burdened renters (households that pay more than 30% of their household income for rent), and locations of low income jobs (jobs that pay less than $1,250 per month).

Racial or Ethnic Minority Persons:

People who are either Hispanic or do not identify as Caucasian are considered as racial and ethnic minorities. Minority populations are a historically disadvantaged group, making them more transit dependent irrespective of them being included in any of the other categories in the index.

People with Disabilties:

People identified as having one or more disabilities are included in this group. Two data sets were used to identify areas where people with disabilities live and travel. One is Census data for households with one or more persons with a disability. The other is the trip origin and destination data of the PRT's ACCESS paratransit program, which provides rides primarily for seniors and people with disabilities.

Older Adults:

Households with persons over age 65. Older adults may no longer have the ability to drive, making them dependent on transit.

Persons Under Age 18:

Households with persons under age 18 are included in this index as they most likely do not possess a driver's license or have the means to own and operate a private vehicle.

Households without Vehicles:

Households that do not have access to a vehicle are much more transit dependent.

People with Limited English Proficiency:

Households where one or more persons speak a language other than English and do not report as speaking English very well are included in the index as they might not have the ability to take the written test for a driver's license or read road signs.

Female Householders:

Research has shown that female-headed households with children are more likely to be transit dependent.

SYSTEM EQUITY

Equity Map of Allegheny County

The percentage of the population in each Census block group falling into the eight categories of the Equity Index is averaged (all eight indicators are weighted equally) together to create one final value of 'equity' for each location. Higher equity areas have higher percentages of the population falling into these eight demographic categories, and are higher priority areas for PRT to serve. These are shown in the map below for Allegheny County.

Legend

Equity Index

0

- Low
- -
- -
- Medium
- -
- -
- High
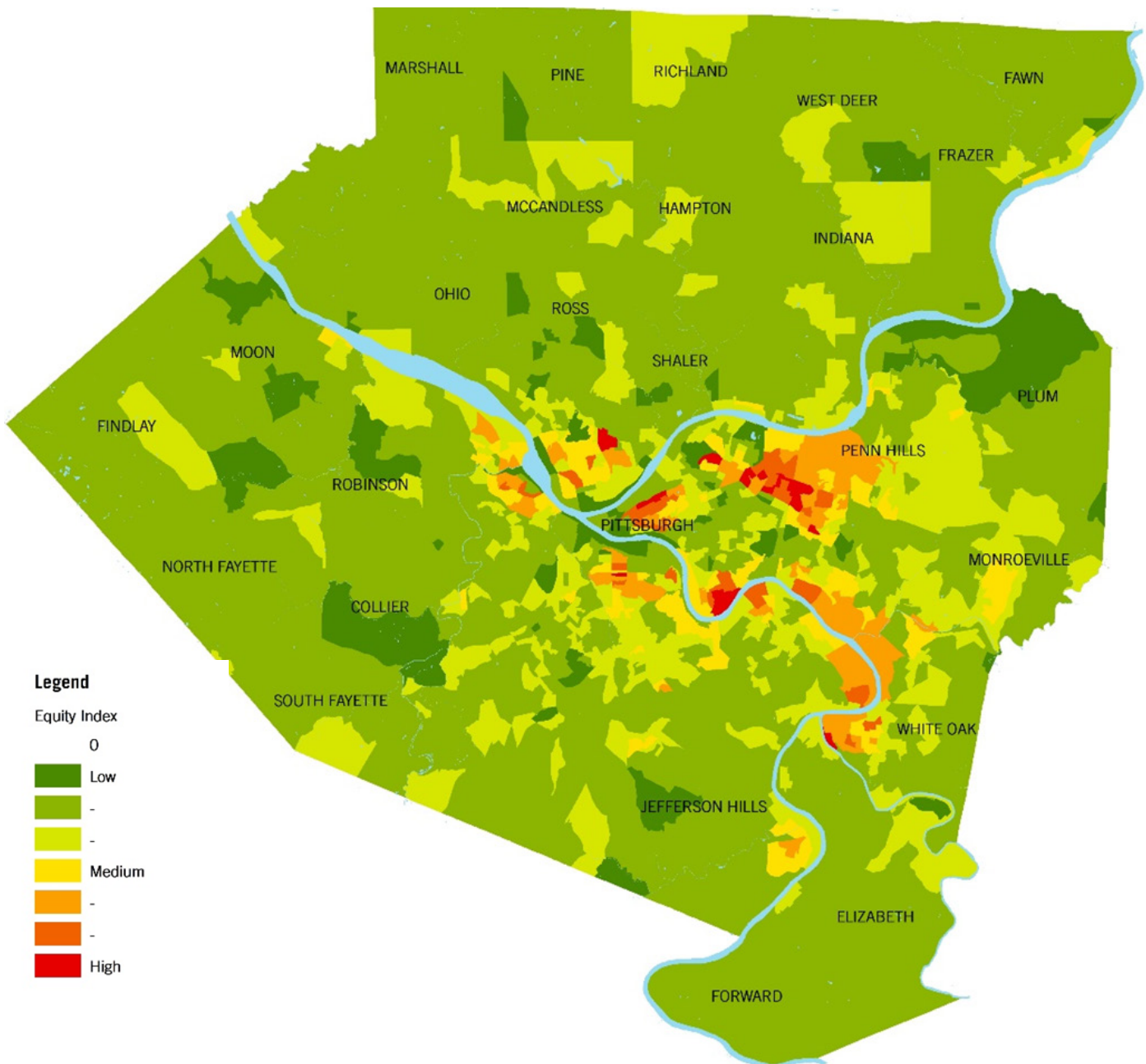
ADHERENCE TO SERVICE STANDARDS

Summary of Service Standards

Each year, PRT evaluates transit routes against a set of service standards. These Board-approved standards were last updated in 2019 and amended in July 2020. The standards comprise of metrics such as passengers per hour, crowding, on time performance, frequency, and stop spacing.

Ridership climbed from its FY20 low point throughout FY22 and closed out the year about 50% below pre-pandemic levels. Service standards have not been adjusted to reflect decreased ridership due to the pandemic. As a result, many routes are performing below standards. Service standards are slated for revision in spring 2023 to account for the new ridership trends.

In-Service Time

In-service time refers to the percentage of time that vehicles are performing their scheduled route or on layover to allow operators to take their breaks between trips. Out-of-service time includes vehicles heading to and from the bus garages/rail center, as well as time spent moving from the end of one route to the beginning of another to start a different route.

Revenue Vehicle Hours as Percentage of Total Vehicle Hours

Service Type	Percentage In-Service Time
Rapid Routes	
LRT	80%
BRT	80%
Commuter Routes	50%
Local and Coverage Routes	70%

Note: Commuter routes use peak direction in service time only.

In FY22, all routes were in compliance with the in-service percent standards except for route 40, which was only in service 66% of its total hours. This route was adjusted in June 2022 to increase in-service percent in line with the service standards.

Frequency of Service

The service frequency standards define the baseline frequency at which a route should operate. The minimum service frequencies for each route type are summarized below.

Minimum Service Frequency Standards (Minutes)

	Rapid Routes	Commuter Routes	Local Routes	Coverage Routes
Weekdays				
Early Morning	30	--	60	75
AM Peak	10	3 trips	30	60
Midday	20	--	60	75
PM Peak	10	3 trips	30	60
Evening/Night	30	--	60	75
Saturdays	30	--	60*	90*
Sundays	30	--	60*	90*

*If the route has service at this time of day/day of week.

For FY22, PRT made service reductions to some routes due to the operator shortage. This caused ten routes to fall below frequency standards.They are routes 43, G2, RED, BLUE, SLVR, 71, 21, 41, 55, and P71.

- Coverage route 43 was reduced to slightly over 60-minute frequencies during peak hours

- Rapid routes G2, RED, BLUE, and SILVER were reduced to 12 - 20 minute frequencies during peak hours (the P1/P2 are considered as one route for frequency purposes, and remained in compliance)

- Local routes 71, 21, 41, 55 and P71 were slightly out of compliance with frequency standards for various times of day due to service reductions

ADHERENCE TO SERVICE STANDARDS

Distance Between Stops

PRT has minimum stop spacing guidelines to ensure efficient service. In FY20 PRT developed and began implementing a process for evaluating bus stop safety, accessibility and spacing that incorporated data analysis and public input, called the Bus Stop Balancing Program. This program will ultimately review all bus stops to ensure they meet the safety and spacing standards set out in the agency's Bus Stop and Street Design Guidelines. To improve service reliability and on-time performance, stop spacing should meet the below standards for all routes:

Stop Spacing

Service Type	Stop Spacing Guideline
Rapid Routes	2600 feet | 1/2 mile
Commuter Routes	1300 feet | 1/2 mile
Local and Coverage Routes	900 feet | 1/4 mile

At the end of FY22, **54** routes did not meet the stop spacing guidelines. The Bus Stop Balancing project is on hold due to the pandemic and expected to resume in calendar year 2023. Routes will be prioritized for bus stop consolidation based on current stop spacing, on time performance, and suggestions from the public.The full list of routes can be found on pages 23-24.

Bus On-time Performance

In 2019 PRT raised its on time performance (OTP) standards to a minimum of 75%, with higher minimums for rapid and commuter routes.

Bus On-time Performance Standards

Service Type	Minimum Percentage of On-time Trips
Rapid Routes	85% on busway routes, 90% on light rail routes
Commuter Routes	80%
Local and Coverage Routes	75%

In FY2022, 79 routes did not meet the OTP standard. Of these, 22 routes were more than 10% below the standard for their route type. Some of these routes performed poorly due to detours, bridge closures, and ensuring traffic issues. These routes will be prioritized for OTP improvements in FY22. The full list of routes can be found on pages 23-24.

Route	Route Type	FY22 Avg OTP	OTP Standard
P78	Commuter	53%	80%
71C	Local	59%	75%
61B	Local	60%	75%
67	Local	61%	75%
P13	Commuter	61%	80%
2	Local	62%	75%
77	Local	62%	75%
91	Local	62%	75%
61C	Local	62%	75%
61A	Local	63%	75%
P10	Commuter	64%	80%

Route	Route Type	FY22 Avg OTP	OTP Standard
1	Local	64%	75%
71B	Local	65%	75%
28X	Commuter	65%	80%
61D	Local	65%	75%
71D	Local	65%	75%
82	Local	65%	75%
P16	Commuter	66%	80%
52L	Commuter	69%	80%
P67	Commuter	69%	80%
O12	Commuter	69%	80%
RED	Rapid	76%	90%

ADHERENCE TO SERVICE STANDARDS

- -

ACCESS Paratransit On-time Performance

ACCESS Paratransit defines on-time performance as arriving not more than 20 minutes after the scheduled pickup time, and within 45 minutes of a will-call return. For FY2022, ACCESS's on-time performance was **95.3%**. ACCESS paratransit OTP has remained relatively stable over the years. From 96.1% in CY17 it dropped to 95.5% in CY18 and again to 95.1% in FY20 and FY21 and increased slightly in FY22 to 95.3%.

Passengers per Revenue Vehicle Hour

Passengers per revenue vehicle hour (PPH) measures the ridership levels of all routes during in-service hours. The number of people the vehicle carries per hour of service that it provides is a standard measure of general efficiency in the public transit industry. Productivity levels apply only to the days of the week a route operates.

Minimum Productivity Levels (Passengers per Revenue Vehicle Hour)

	Rapid Routes		Commuter Routes	Local Routes	Coverage Routes
	LRT	BRT			
Weekday	80	50	25	30	20
Saturdays	50	40	-	20	15
Sundays	45	30	-	20	15

* Light rail routes are considered as one route with one overall performance of passengers per revenue vehicle hour calculated (due to limits on passenger counting by station, separating routes is infeasible as of the writing of this document).

Sharp ridership declines during the pandemic, coupled with mostly minor reductions in service levels, put 97 of 100 routes out of compliance with PPH standards for FY22. Routes with the worst performance by route type are summarized below:

Route Type	Routes	PPH
Commuter	P16	9
	18	9
	P69	14
Coverage	20	9
	36	10
	40	10
Local	71	7
	2	9
	38	9
Rapid	P2	16
	BLUE	19
	RED	20

- -

ADHERENCE TO SERVICE STANDARDS

- -

Loads: Crowding

The service standards set maximum crowding levels for each route type.

Maximum Passenger Loading (as a Percentage of Seating Capacity)

	Rapid Routes		Commuter Routes	Local and Coverage Routes
	LRT	BRT		
Weekday				
Peak Hour	250%	140%	120%	120%
Off-Peak	140%	120%	100%	100%
Saturdays				
All Day	140%	120%		100%
Sundays				
All Day	140%	120%		100%

Due to ridership decline, PRT currently considers a trip to be crowded if the number of passengers on board exceeds available seats at any point on the trip. In FY22, the following were the 10 routes with highest percent of crowded trips.

Routes with Highest Percent of Crowded Trips
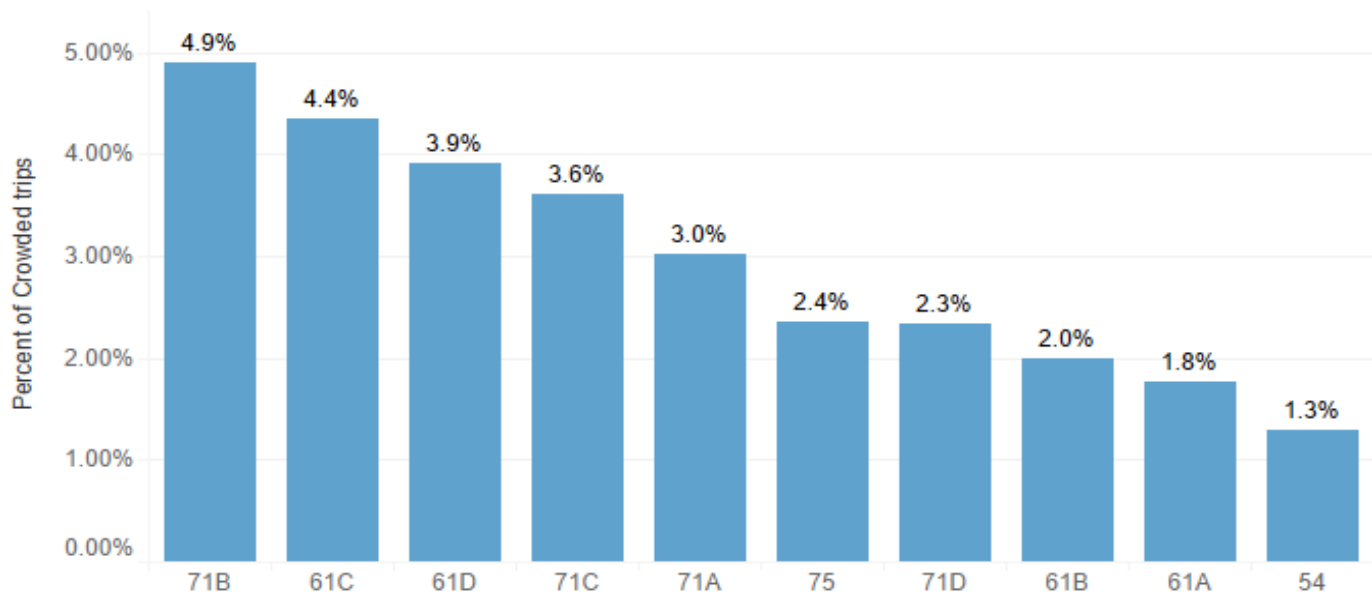
ROUTE PERFORMANCE

Summary of Route Performance

Metrics by route for July 2021 to June 2022 are shown below. Highlighted values fall below service standards for that route type.

Route	Mode	Route Type	Days of Service	Average Weekday Riders	Average Saturday Riders	Average Sunday Riders	Passengers/ Revenue Service Hour	Cost / Rider Served	On-Time Performance	Percent of Trips Crowded	Average Stop Spacing
1	Bus	Local	All Days	1,370	1,059	751	15	$19.12	64%	0.2%	1,119
2	Bus	Local	All Days	519	175	100	9	$30.24	62%	0.0%	951
4	Bus	Coverage	All Days	277	128	50	12	$20.09	72%	0.1%	705
6	Bus	Local	All Days	710	295	271	21	$13.08	75%	0.4%	607
7	Bus	Commuter	Weekday Only	74	-	-	13	$18.87	76%	0.0%	796
8	Bus	Local	All Days	1,581	918	556	22	$11.37	76%	0.4%	672
11	Bus	Coverage	All Days	389	144	100	19	$16.33	76%	0.1%	655
12	Bus	Local	All Days	907	1,018	656	12	$22.41	66%	0.2%	1,435
13	Bus	Local	All Days	1,250	888	484	20	$12.44	72%	0.3%	716
14	Bus	Local	All Days	723	346	202	14	$24.08	77%	0.0%	1,274
15	Bus	Local	All Days	653	473	289	19	$14.75	74%	0.2%	662
16	Bus	Local	All Days	2,076	1,326	946	28	$9.88	72%	0.3%	781
17	Bus	Local	All Days	826	353	350	15	$14.66	65%	0.2%	953
18	Bus	Commuter	Weekday Only	45	-	-	9	$36.92	88%	0.0%	713
20	Bus	Coverage	All Days	334	155	69	9	$28.67	72%	0.0%	1,204
21	Bus	Local	All Days	749	401	328	15	$19.34	73%	0.0%	1,358
22	Bus	Coverage	All Days	378	232	98	19	$17.90	75%	0.0%	1,270
24	Bus	Local	All Days	872	710	473	19	$14.69	75%	0.0%	1,521
26	Bus	Coverage	All Days	522	303	205	17	$17.78	81%	0.1%	768
27	Bus	Local	All Days	608	361	257	19	$15.30	82%	0.1%	808
29	Bus	Coverage	All Days	669	357	204	14	$20.32	67%	0.3%	1,312
31	Bus	Local	All Days	849	526	383	18	$14.61	69%	0.2%	942
36	Bus	Coverage	All Days	212	100	57	10	$30.99	70%	0.0%	1,208
38	Bus	Local	All Days	453	149	87	9	$27.02	73%	0.0%	1,080
39	Bus	Local	All Days	602	198	70	15	$22.16	76%	0.4%	868
40	Bus	Coverage	All Days	225	113	87	10	$35.02	79%	0.0%	722
41	Bus	Local	All Days	687	302	164	14	$18.08	77%	0.3%	874
43	Bus	Coverage	All Days	225	162	118	14	$21.81	78%	0.0%	817
44	Bus	Local	All Days	597	167	133	10	$28.83	77%	0.3%	873
48	Bus	Local	All Days	1,231	1,055	592	26	$11.29	75%	0.0%	710
51	Bus	Local	All Days	4,503	3,296	2,153	28	$8.34	73%	0.6%	959
53	Bus	Local	Weekend Only	-	243	102	11	$24.57	77%	0.0%	832
54	Bus	Local	All Days	2,644	1,838	794	21	$13.16	65%	1.3%	733
55	Bus	Local	All Days	662	577	431	11	$20.21	71%	0.0%	1,459
56	Bus	Local	All Days	808	423	321	14	$19.61	66%	0.2%	1,244
57	Bus	Local	All Days	574	493	362	18	$14.40	69%	0.0%	1,176
58	Bus	Local	All Days	386	143	85	14	$18.28	68%	0.1%	872
59	Bus	Local	All Days	1,767	1,330	900	13	$20.11	70%	0.1%	1,059
60	Bus	Coverage	All Days	275	120	84	17	$12.45	81%	0.0%	637
64	Bus	Local	All Days	1,351	1,507	825	23	$13.10	75%	0.4%	862
65	Bus	Commuter	Weekday Only	80	-	-	12	$22.27	75%	0.0%	878
67	Bus	Local	All Days	1,397	673	388	16	$17.14	61%	1.2%	957
69	Bus	Local	All Days	536	216	142	10	$23.09	71%	0.3%	963
71	Bus	Local	Weekday Only	50	-	-	7	$32.48	74%	0.0%	603
74	Bus	Coverage	All Days	517	280	106	12	$20.19	68%	0.0%	558
75	Bus	Local	All Days	2,215	1,448	987	27	$9.78	66%	2.4%	733
77	Bus	Local	All Days	1,275	643	441	16	$15.94	62%	0.3%	881
79	Bus	Coverage	All Days	499	388	253	15	$17.97	73%	0.0%	620
81	Bus	Local	All Days	1,072	609	411	26	$10.92	78%	0.1%	689

ROUTE PERFORMANCE

Route	Mode	Route Type	Days of Service	Average Weekday Riders	Average Saturday Riders	Average Sunday Riders	Passengers/ Revenue Service Hour	Cost / Rider Served	On-Time Performance	Percent of Trips Crowded	Average Stop Spacing
82	Bus	Local	All Days	2,497	1,833	1,317	34	$7.12	65%	0.3%	574
83	Bus	Local	All Days	1,448	944	567	27	$9.67	70%	0.2%	706
86	Bus	Local	All Days	1,598	1,699	1,046	23	$9.74	66%	0.1%	644
87	Bus	Local	All Days	1,240	499	171	20	$12.65	67%	0.3%	640
88	Bus	Local	All Days	1,081	915	620	22	$10.84	70%	0.0%	886
89	Bus	Coverage	All Days	178	119	74	14	$22.59	78%	0.0%	601
91	Bus	Local	All Days	1,972	1,174	633	17	$17.09	62%	0.1%	764
93	Bus	Local	All Days	1,455	432	278	24	$12.00	72%	0.8%	688
19L	Bus	Commuter	Weekday Only	214	-	-	25	$16.05	74%	1.2%	1,281
28X	Bus	Commuter	All Days	1,191	1,056	973	13	$17.63	65%	1.0%	3,720
51L	Bus	Commuter	Weekday Only	272	-	-	25	$16.32	75%	0.1%	1,311
52L	Bus	Commuter	Weekday Only	199	-	-	12	$25.73	69%	0.0%	1,024
53L	Bus	Local	Weekday Only	771	-	-	14	$15.04	70%	0.7%	1,233
61A	Bus	Local	All Days	2,848	2,120	1,441	25	$10.50	63%	1.8%	711
61B	Bus	Local	All Days	2,518	1,966	1,235	26	$10.70	60%	2.0%	805
61C	Bus	Local	All Days	3,651	2,900	2,034	29	$8.97	62%	4.4%	963
61D	Bus	Local	All Days	3,467	2,439	1,566	32	$8.45	65%	3.9%	869
71A	Bus	Local	All Days	3,366	1,876	1,246	36	$7.09	67%	3.0%	591
71B	Bus	Local	All Days	3,213	1,855	1,071	36	$7.05	65%	4.9%	610
71C	Bus	Local	All Days	3,509	2,288	1,503	33	$6.73	59%	3.6%	672
71D	Bus	Local	All Days	2,659	1,490	985	27	$8.53	65%	2.3%	644
BLUE	Light Rail	Rapid	All Days	1,495	834	649	19	$40.54	86%		2,441
G2	Busway	Rapid	All Days	1,255	623	461	25	$11.55	83%	0.2%	2,835
G3	Bus	Commuter	Weekday Only	139	-	-	10	$31.42	75%	0.1%	6,279
G31	Bus	Commuter	Weekday Only	143	-	-	12	$27.17	74%	0.2%	1,644
MI	Incline	Rapid	All Days	719	1,857	1,062	57	$4.15			545
O1	Bus	Commuter	Weekday Only	204	-	-	22	$19.73	71%	0.1%	4,262
O12	Bus	Commuter	Weekday Only	262	-	-	17	$18.03	69%	0.0%	2,297
O5	Bus	Commuter	Weekday Only	34	-	-	7	$50.42	72%	0.0%	1,093
P1	Busway	Rapid	All Days	3,965	2,476	1,645	48	$5.57	87%	0.3%	4,079
P10	Bus	Commuter	Weekday Only	208	-	-	8	$39.10	64%	0.1%	1,911
P12	Bus	Commuter	Weekday Only	198	-	-	9	$32.93	72%	0.1%	2,613
P13	Bus	Commuter	Weekday Only	51	-	-	12	$28.56	61%	0.0%	1,208
P16	Bus	Commuter	Weekday Only	238	-	-	9	$34.58	66%	0.1%	1,607
P17	Bus	Commuter	Weekday Only	155	-	-	15	$15.88	72%	0.3%	1,109
P2	Busway	Rapid	Weekday Only	162	-	-	16	$17.83	89%	0.0%	3,694
P3	Bus	Commuter	Weekday Only	1,394	-	-	33	$10.35	88%	1.1%	2,062
P67	Bus	Commuter	Weekday Only	141	-	-	13	$24.81	69%	0.0%	1,901
P68	Bus	Local	All Days	949	623	470	16	$16.04	73%	0.5%	1,253
P69	Bus	Commuter	Weekday Only	119	-	-	14	$24.11	70%	0.1%	1,377
P7	Bus	Commuter	Weekday Only	183	-	-	12	$26.88	73%	0.0%	1,589
P71	Bus	Local	Weekday Only	138	-	-	11	$27.08	77%	0.0%	1,258
P76	Bus	Commuter	Weekday Only	229	-	-	14	$25.02	75%	0.0%	2,082
P78	Bus	Commuter	Weekday Only	596	-	-	16	$18.14	53%	0.1%	1,247
RED	Light Rail	Rapid	All Days	2,874	3,122	2,394	20	$35.90	76%		1,997
SLVR	Light Rail	Rapid	All Days	2,253	1,156	918	27	$29.16	88%		2,407
Y1	Bus	Commuter	Weekday Only	91	-	-	13	$31.99	74%	0.1%	2,512
Y45	Bus	Commuter	Weekday Only	71	-	-	10	$35.26	76%	0.1%	1,189
Y46	Bus	Local	All Days	736	447	344	13	$20.50	70%	0.0%	1,377
Y47	Bus	Local	No Sundays	486	292	-	14	$17.75	69%	0.0%	1,293
Y49	Bus	Local	All Days	552	394	261	16	$16.20	66%	0.0%	1,338

TITLE VI EVALUATION

PRT takes seriously its responsibility to serve communities that have the greatest need for public transit service. This includes two demographic communities which are protected under Title VI of the Civil Rights Act of 1964: minority race and ethnicity communities ("minority communities") and low-income communities. The following section examines route performance to determine whether a significant performance difference exists between routes serving low-income and non-low-income communities, and routes serving minority and non-minority communities.

Routes are categorized as low-income or minority by whether their service areas have higher proportions of low-income and minority populations than the average of the PRT's overall service area. In Allegheny County, the percent of low-income population is 11.63% (ACS 2019) and the percent of minority populations is 24.97% (Census 2020), but within PRT's system walkshed there is an average of 30.8% minority and 18.6% low-income populations. In PRT's 2022-2024 Title VI Program, PRT is using the walkshed metrics instead of the entire county as the "service area." Any area with a low-income or minority population composition exceeding the 18.6% and 30.8% threshold respectively are identified as "Low-income" and "Minority" areas.

Metrics examined in this section include on-time performance, out of service (meaning cancelled trips due to manpower shortages or equipment failures), crowding, service span, and service frequency. PRT's Title VI policy defines an adverse impact as when a greater than 20 percentage point difference occurs between the two groups for income and for race/ethnicity for a service metric. For these analyses, any difference greater than 10 percentage points is deemed "at-risk" so that good faith efforts can be made to right these differences before they become "significant" at the 20-percentage point level. If at least a significant difference exists on any of these metrics, the bottom five scoring routes are listed as an area for improvement in FY23. Data for all metrics encompasses the entire FY22 period.

Summary of Title VI Findings by Income

Metric	Low Income Route	Non Low Income	Raw Difference	Pct. Difference	Direction of Difference
Number of Routes	43	57	N/A	N/A	N/A
Average On Time %	71.7%	71.7%	0.0%	0.0%	Equal
Average Out of Service %	3.0%	3.2%	-0.2%	-5.24%	Favorable
Average Crowding %	0.9%	0.2%	0.7%	429%	Adverse,
Average Service Span - Weekday	18	17	1.5	8.75%	Favorable
Average Service Span - Saturday	18	17	0.6	3.22%	Favorable
Average Service Span - Sunday (Hours)	15	15	0.3	2.12%	Favorable
Average Trips per Service Hour	1.6	1.4	0.1	9.69%	Favorable
Average Trips per Service Hour	1.6	1.5	0.1	6.66%	Favorable
Average Trips per Service Hour	1.6	1.5	0.1	6.69%	Favorable

Low-Income Routes: Service Reliability and Quality

On-time performance was equal between low-income and non-low-income routes in FY22. No adverse impact was found.

In FY2022, the percentage of trips crowded in low-income and non-low-income routes were 0.9% and 0.2% respectively, meaning there was a major adverse difference between them. The 10 low-income routes with the highest crowding are listed below. All these routes are Local routes that travel through Oakland which have high student ridership and congestion. This corridor will have construction on the Downtown-Uptown-Oakland Bus Rapid Transit Project ("Bus Rapid Transit Project" or BRT Project) in 2023, which will positively impact reliability along several key routes in the corridor and will indirectly benefit other Oakland routes. PRT is monitoring and looking at assigning articulated vehicles on crowded trips to mitigate adverse impact on low-income customers.

Route	Route Type	Percent of Trips Crowded	Actions in 2023		Route	Route Type	Percent of Trips Crowded	Actions in 2023
71B	Local	4.90%	Direct BRT Project		75	Local	2.35%	Indirect BRT Project
61C	Local	4.35%	Direct BRT Project		71D	Local	2.33%	Indirect BRT Project
61D	Local	3.91%	Indirect BRT Project		61B	Local	2.00%	Direct BRT Project
71C	Local	3.62%	Indirect BRT Project		61A	Local	1.76%	Direct BRT Project
71A	Local	3.01%	Indirect BRT Project		54	Local	1.30%	Indirect BRT Project

TITLE VI EVALUATION

Summary of Title VI Findings by Race

Metric	Minority Route	Non Minority Route	Raw Difference	Pct. Difference	Direction of Difference
Number of Routes	46	54	N/A	N/A	N/A
Average On Time %	71.2%	72.2%	-1.1%	-1.5%	Adverse, Minor
Average Out of Service %	3.0%	3.2%	-0.1%	-4.7%	Favorable
Average Crowding %	0.8%	0.2%	0.6%	359%	Adverse, Major
Average Service Span - Weekday	18	17	0.7	4.1%	Favorable
Average Service Span - Saturday (Hours)	18	17	0.3	1.9%	Favorable
Average Service Span - Sunday (Hours)	16	15	0.9	5.9%	Favorable
Average Trips per Service Hour	1.6	1.4	0.2	11.2%	Favorable
Average Trips per Service Hour	1.6	1.4	0.2	11.7%	Favorable
Average Trips per Service Hour - Sunday	1.6	1.5	0.2	11.0%	Favorable

Minority Routes: Service Reliability and Quality

On-time performance showed minor adverse differences between minority and non-minority routes in FY22. Ten minority routes with the worst OTP are listed below. Eight of them travel through Oakland. High student ridership and congestion in Oakland contributed to the poor OTP on these routes. Both the P78 and 77 will have schedule adjustments implemented in early 2023 to improve OTP.

Route	Garage	Average OTP %
P78	East Liberty	53.22%
71C	East Liberty	59.26%
61B	West Mifflin	59.66%
67	East Liberty	60.81%
77	East Liberty	61.83%

Route	Garage	Average OTP %
61C	West Mifflin	62.43%
61A	West Mifflin	62.69%
71B	East Liberty	64.55%
61D	West Mifflin	64.70%
71D	East Liberty	64.91%

In FY2022, the percentage of trips crowded in minority and non-minority routes were 0.8% and 0.2% respectively, meaning there is a major adverse difference between them. The 10 minority routes with the highest amount of crowding are listed below. Each of these routes are Local routes and routes travelling through Oakland which have high student ridership and congestion. This corridor will have construction on the Downtown-Uptown-Oakland Bus Rapid Transit Project ("Bus Rapid Transit Project" or BRT Project) in 2023, which will positively impact reliability along several key routes in the corridor and will indirectly benefit other Oakland routes. PRT is monitoring and looking at assigning articulated vehicles on crowded trips to mitigate adverse impact on minority customers.

Route	Route Type	Percent of Trips Crowded	Actions in 2023
71B	Local	4.90%	Direct BRT Project
61C	Local	4.35%	Direct BRT Project
61D	Local	3.91%	Indirect BRT Project
71C	Local	3.62%	Indirect BRT Project
71A	Local	3.01%	Indirect BRT Project

Route	Route Type	Percent of Trips Crowded	Actions in 2023
75	Local	2.35%	Indirect BRT Project
71D	Local	2.33%	Indirect BRT Project
61B	Local	2.00%	Direct BRT Project
61A	Local	1.76%	Direct BRT Project
54	Local	1.30%	Indirect BRT Project

SERVICE CHANGES

- -

Service Request Process

PRT's Service Guidelines include a process for the public to submit a request for a major service change. However, in FY2021 and FY2022, PRT staff have not evaluated these requests due to ongoing service changes because of the pandemic and its lasting effects on ridership and operator shortages. Staff will be developing proposals to continue this effort in CY2023 with updated process language as a part of the renewal of the Transit Service Standards document. The Transit Service Standards will be presented to and requested to be adopted by PRT's Board by the end of the 2023 fiscal year.

Major Service Updates

The following table provides a summary of service changes made since FY21 to maintain service guidelines.

In FY21, PRT implemented 30 major service changes. Twenty of these changes were intended to rebalance service away from underused commute routes and toward routes serving low-income riders who were experiencing crowding and pass-ups on a regular basis. These changes were considered temporary changes responding to COVID-19 and the other 10 major changes added permanent weekend service.

Twenty major COVID-related temporary trip additions and reductions have been in place since November 2021. Because they've been in place for more than 12 months, this triggers FTA regulations that require the agency to treat them as permanent. Therefore, they are being evaluated as major service changes as part of the FY22 reporting. There were six major changes in June 2022 that were too new to evaluate.

Fiscal Year Implemented	Route	Major Change	FY21 Passengers per Hour	FY22 Passengers per Hour	Passengers per Hour % Change	FY22 Cost per Passenger
FY21	20	Addition of weekend service	5.6	7.2	29%	$28.67
FY21	29	Addition of weekend service	9.3	12.0	30%	$20.32
FY21	36	Addition of weekend service	6.6	7.3	11%	$30.99
FY21	93	Addition of weekend service	10.6	18.2	72%	$12.00
FY21	22	Addition of Sunday service	11.0	14.0	27%	$17.90
FY21	39	Addition of Sunday service	6.3	7.4	18%	$22.16
FY21	60	Addition of Sunday service	5.6	8.9	59%	$12.45
FY21	74	Addition of Sunday service	4.9	8.3	68%	$20.19
FY21	2	Extension of weekend service (Millvale to North Hills Village)	4.0	6.0	50%	$30.24
FY21	4	Addition of Sunday service	NA	6.8		$20.09
FY21	1	Additional trips added to all service days	12.2	14.6	20%	$19.12
FY21	12	Additional trips added to all service days	8.8	11.5	31%	$22.41
FY21	P68	Extension of route on all service days	11.3	16.1	43%	$16.04
FY21	38	Reduction of weekday trips	7.0	9.5	35%	$27.02
FY21	58	Reduction of weekday trips	7.8	15.7	101%	$18.28
FY21	59	Addition of weekday trips	11.0	12.0	9%	$20.11
FY21	65	Reduction of weekday trips	6.1	12.2	100%	$22.27
FY21	19L	Reduction of weekday trips	12.4	24.8	100%	$16.05

SERVICE CHANGES

Fiscal Year Implemented	Route	Major Change	FY21 Passengers per Hour	FY22 Passengers per Hour	Passengers per Hour % Change	FY22 Cost per Passenger
FY21	G2	Reduction of weekday trips	16.7	25.5	53%	$11.55
FY21	G3	Reduction of weekday trips	5.8	10.1	75%	$31.42
FY21	G31	Reduction of weekday trips	6.9	12.1	76%	$27.17
FY21	O1	Reduction of weekday trips	11.3	21.9	94%	$19.73
FY21	O12	Reduction of weekday trips	9.0	17.1	89%	$18.03
FY21	P12	Reduction of weekday trips	4.9	9.5	92%	$32.93
FY21	P13	Reduction of weekday trips	7.2	11.7	62%	$28.56
FY21	P7	Reduction of weekday trips	9.8	12.1	24%	$26.88
FY21	P76	Reduction of weekday trips	8.7	13.6	56%	$25.02
FY21	Y1	Reduction of weekday trips	7.9	13.3	68%	$31.99
FY21	Y45	Reduction of weekday trips	6.7	10.2	53%	$35.26
FY21	RED	Addition of weekday trips	14.8	18.3	23%	$35.90
FY22	22	Addition of weekday trips	Too soon to evaluate			
FY22	22	Addition of Saturday trips	Too soon to evaluate			
FY22	40	Addition of weekday trips	Too soon to evaluate			
FY22	44	Addition of Saturday trips	Too soon to evaluate			
FY22	57	Addition of Saturday trips	Too soon to evaluate			
FY22	57	Addition of Sunday trips	Too soon to evaluate			

Minor Service Updates

The following table provides a summary of minor service changes made in fiscal year 2022 to address various efficiency metrics. Minor service changes are made four times each year and use mostly existing resources to make small adjustments that improve service quality. This includes adding or removing individual trips to better serve riders and adjusting the scheduled time for buses to get from one point to another to improve on-time performance.

Issue Addressed	Route(s)
On Time Performance	2, 20, 36, 60, 67, 74, O5
Span of Service or Frequency	2, 4, 11, 12, 13, 16, 29, 31, 59, 75, G2, P1, P2
Added Trips or Adjusted Trip Times	11, 6, 7, 8, 15, 29, 31, 51, 59, 64, 67, 74, 75, 82, 83, 28X, 61D, G31, P12
Minor Extensions (or reductions)	29, 31, 60, 69, 61C, G31, P2, P69, P7
Reroutes	2, 7, 12, 13, 15, 16, 17, 29, 31, 74, 81, 83, 86, 87, 88, 91, G31, P2, P67, 28X

FY2023 HIGHLIGHTS

Looking Ahead

PRT continues to work toward implementing the Bus Rapid Transit project, which will establish dedicated bus lanes between Downtown, Uptown and Oakland and convert the 61A, 61B, 61C, 71B, and P3 into BRT routes. The project broke ground on November 9, 2022. PRT opened a public comment period in winter 2022-23 on proposed BRT routing changes that are expected to be implemented in 2023.

The BRT downtown routing changes will have a spillover effect on the other 23 groups of bus routings that go through downtown. PRT launched the NEXTransit Downtown study in spring 2022 to study existing route groupings, determine problem areas, and gather public input on how to improve the Downtown network. Proposals will be released in early 2023 for public comment.

Finally, as noted in the previous section on service requests, PRT staff will be drafting and presenting an update to the Board adopted Transit Service Standards by June of 2023. These updates will take a look at the post-pandemic environment and strive to find a new balance of standards that are logical in the face of the significant ridership and travel pattern changes over the last 3 years. These updates will also propose an update to the Service Request process so that staff can resume the evaluation of major service changes in a way that balances staff time with a transparent, data-driven process for the community.

Beyond these projects, PRT will continue to implement changes on routes to improve on time performance, increase passengers per hour, and better connect communities in the Pittsburgh region.

Summary

As PRT continues to monitor route level data with respect to meeting service guidelines, it also expanded the equity aspect of improving customer experience by adding the Title VI based service monitoring. PRT hopes that this not only improves the transparency of decision-making processes, but that it leads to better efficiency, effectiveness, and equity in the system as a whole so that Allegheny County's transit system continues to evolve along with the communities that it serves.