



Pittsburgh Regional Transit

Annual Service Report

Fiscal Year 2024

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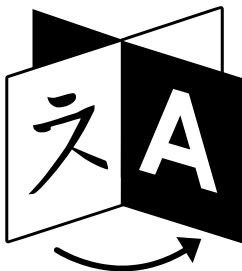


Text PRT (space) and your stop number to 41411 for real-time bus information.



ACCESS Paratransit: 412.562.5353 or 711 (TTY)

DISCRIMINATION POLICY: Section 601 of Title VI of the Civil Rights Act of 1964 states the following: No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation under any program or activity receiving Federal financial assistance.



Translation?

¿Traducción? 需要翻譯?

ترجمة Traduzione? अनुवाद

Customer Service 412.442.2000

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ACKNOWLEDGEMENTS

Pittsburgh Regional Transit

Port Authority of Allegheny County (PAAC) d/b/a Pittsburgh Regional Transit (PRT) provides public transportation throughout Pittsburgh and Allegheny County. PRT's 2,600 employees operate, maintain and support bus, light rail, incline and paratransit services for approximately 120,000 daily riders.

PRT is governed by an 11-member board – unpaid volunteers who are appointed by the Allegheny County Executive, leaders from both parties in the Pennsylvania House of Representatives and Senate, and the Governor of Pennsylvania. The Board and its committees hold regularly scheduled public meetings. PRT's budget is funded by fare and advertising revenue, along with money from county, state, and federal sources. PRT's finances and operations are audited on a regular basis, both internally and by external agencies. PRT began serving the community in March 1964.

Photography Sources

Photos throughout this document were taken by PRT staff including Jereme Guidas and Nathan Smail, and by ACCESS staff, Robert P. Schmitt.

Title VI Discrimination Policy

PRT hereby gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964. Port Authority is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. No person or group of persons shall be discriminated against with regard to the routing, scheduling or quality of transportation service furnished by PRT on the basis of race, color or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes and location of routes may not be determined on the basis of race, color or national origin.

LETTER FROM THE CEO

Dear Valued Riders and Stakeholders,

As we reflect on the past year, I am proud to share the progress we've made at Pittsburgh Regional Transit. Our commitment to enhancing public transit has been at the forefront of all our efforts, and we have made significant strides in improving our services and engaging with the communities we serve.

One of the key highlights of this year's service report is our robust engagement for Bus Line Redesign. This ambitious project is designed to revamp our bus network to better serve the evolving needs of our riders. Throughout the year, we actively sought feedback from our riders, local businesses, and community leaders, and their input has been invaluable as we work toward creating a more reliable, accessible, and connected bus network. This effort will continue through Fiscal Year 2025.

However, looking forward, we are acutely aware of the challenges that lie ahead. Our transit system's sustainability and growth absolutely depend on securing additional state funding, and advocating for this critical support will be one of our top priorities. Adequate funding is essential for us to maintain and expand our services, further invest in our talented employees and new technologies, and continue improving the transit experience for all our riders.

We are deeply grateful for your ongoing support. Together, we are building a transit system that reflects the vibrant, dynamic, and inclusive nature of our region. We remain committed to delivering a public transit system that you can rely on.

Thank you for riding with us and for your continued trust in Pittsburgh Regional Transit.

Warm regards,



Katharine



Katharine Kelleman
CEO, Pittsburgh Regional Transit



OVERVIEW

INTRODUCTION

Throughout Fiscal Year 2024 (FY 24), Pittsburgh Regional Transit actively evaluated its services and planned to better align routes and schedules with transit demand through the Bus Line Redesign project. The agency also advanced the implementation of NEXTransit Downtown routings and pursued capital projects to improve service in downtown Pittsburgh and along the University Line, paving the way for the future bus rapid transit service. In addition, PRT assessed recent major service changes, analyzing their impact on the system and identifying opportunities for further improvement. With a commitment to strengthening and expanding its transit services and infrastructure, PRT is dedicated to creating a reimagined transit system that meets the needs of today's riders while positioning the agency for future innovation, sustainability, and equity.

FY 24 HIGHLIGHTS

This section provides updates on three of PRT's major initiatives to improve service, reliability, and transit infrastructure.

NEXTransit Downtown

NEXTransit Downtown is a plan to update the way buses navigate downtown Pittsburgh to complement upcoming projects and improve efficiency and amenities for riders. Since the NEXTransit Downtown Plan's completion in summer 2023, PRT has made significant progress in implementing the plan's recommendations. Throughout fiscal year 2024, PRT implemented several of the route changes recommended in the plan during regular service updates. In October 2023, PRT rerouted routes 65 and 77, followed by the rerouting of routes 2, 6, 12, 15, 26, 27, 29, 31, 67, 69, G3, and G31 in



Graphic: A map showing the NEXTransit Downtown routing changes

February 2024. PRT adjusted the O5 in June 2024. PRT will continue to assess routing changes for possible implementation during the June 2025 service update, though many of the remaining changes are contingent upon the completion of ongoing infrastructure projects.

Bus Line Redesign

PRT's Bus Line Redesign (BLR) is a key initiative of the NEXTransit long-range plan. BLR aims to comprehensively redesign the bus network to better match transit demand, improve service quality, prioritize equitable investment and improve network connections countywide. In FY 24, the project team developed the first draft network, Draft Network 1.0, using extensive public feedback gathered from engagement events across the county and data-driven analyses. Draft Network 1.0 aims to connect more residents to more jobs, healthcare facilities, grocery stores, and shopping centers, while also providing additional one-seat rides to Oakland and other key destinations. It improves community connections through new crosstown routes and transit hubs and increases service frequencies on both weekdays and weekends compared to the existing network. The second draft of the redesign, shaped by public input on Draft Network 1.0, is expected to be released in summer 2025. PRT is undertaking multiple phases of engagement to gather feedback before developing a final plan. At the time of this report, PRT has held 82 engagement events throughout the county, which, along with online engagement opportunities, have resulted in over 9,000 comments.



Photo: Project team staff discussing the Draft Network 1.0 proposal at a pop-up event.

PRTX University Line Bus Rapid Transit Project

PRT contractors continued work on Phase I of the University Line Bus Rapid Transit (BRT) project, focusing on sidewalk, roadway, and signal improvements in downtown Pittsburgh. These enhancements are expected to be completed by summer 2025, with BRT amenities for five stations and dedicated bus lanes scheduled for completion by summer 2025. Construction of Phase II, which includes a three-mile stretch from Uptown to Oakland along Fifth and Forbes Avenues, includes eighteen transit stations, dedicated bus and bicycle lanes, and pedestrian amenities, began in January 2025. Construction on the second phase is expected to begin in early 2025 and conclude in 2027.



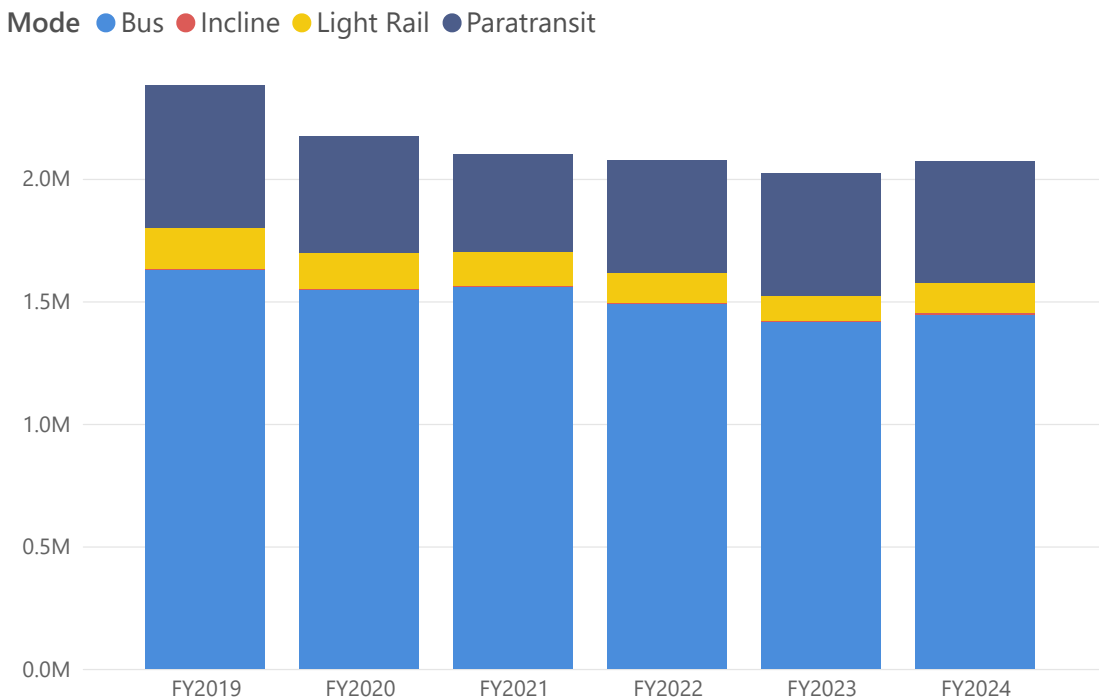
Graphic: Rendering of PRTX University Line Station at Duquesne University.

SERVICE AND RIDERSHIP

SERVICE LEVELS

In FY 24, PRT provided a total of 2,070,196 revenue service hours, reflecting an approximate 2.2% increase compared to FY 23. Over the past year, PRT made significant efforts to hire and train new operators, and was successful in this effort. FY 24 marks the first year since the COVID-19 pandemic that PRT has increased its total revenue service hours. Across all modes, revenue service hours increased by 2% for buses, 14% for light rail, and 115% for the incline, while paratransit hours decreased by 1% year-over-year. The significant spike in service for the incline reflects the resumption of service after of a long-term construction-related closure. Despite these gains, total revenue service hours in FY 24 remain 13% lower than pre-pandemic levels in FY 19. The chart below illustrates revenue service hours by mode from 2019 to 2024.

Historical Hours of Revenue Service By Mode



Graph: Historical hours of revenue service by mode from FY 19 to FY 24.

RIDERSHIP

PRT reported total ridership of 33,269,678 for FY 24, slightly below the FY23 total of 33,572,996. Bus ridership declined by 1% year-over-year, while all other modes saw increases: Light Rail up 5%, Incline up 60%, and Paratransit up 2%. The significant spike in incline ridership year over year reflects the resumption of regular service in FY 24 after a long-term construction-related closure the previous year. For more ridership information by route, please refer to the route performance table on pages 28-31.

Midway through FY 24, PRT updated its automatic passenger counter (APC) software on buses, complicating year-over-year comparisons for bus ridership. While farebox data shows a 5% year-over-year increase in bus ridership, the official APC-reported ridership, based on averaging and extrapolation, indicates a 1% decline. The updated APCs on buses have narrowed the gap between APC and farebox ridership, with APCs reporting 15% higher ridership than farebox in FY 24, down from a 22% gap in FY 23. For this reason, staff believe that the updated APC software for buses is helping PRT track and reflect a more accurate ridership level. The impact of this change in APC software is therefore approximately a 7% reduction in reported ridership. The APC software was updated between November 2023 and March 2024, so all ridership after that period should be considered “normal” and can be used for simple year over year comparisons.

Bus Total Ridership

FISCAL YEAR	FAREBOX	OFFICIAL RIDERSHIP	APC x FB GAP	FAREBOX YOY GROWTH	OFFICIAL YOY GROWTH
2024	28,894,267	33,269,678	15%	5%	-1%
2023	27,437,960	33,572,996	22%	16%	16%
2022	23,558,993	28,946,085	23%	35%	44%
2021	17,447,000	20,136,048	15%	--	--



Photo: Emergency Medical Service (EMS) Training drills on the Monongahela Incline.

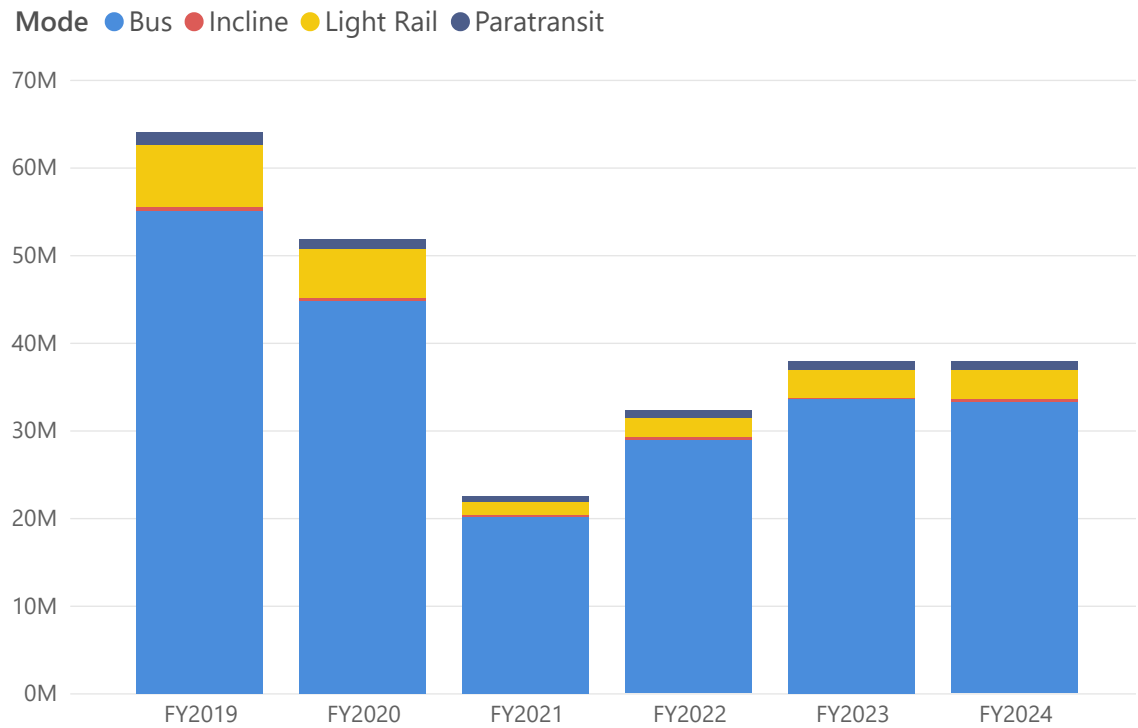


Photo: A red 82 PRT bus at the intersection of Liberty Avenue and Market Street in downtown Pittsburgh.

RIDERSHIP CONTINUED

System ridership has grown since the onset of the pandemic. Although no significant growth has been observed this year due to the aforementioned APC software change, FY 24 ridership is about 70% higher than FY 21 ridership. The chart below shows ridership by mode from 2019 to 2024.

Historical Ridership By Mode



Graph: Historical ridership by mode from FY 19 to FY 24.



Photo: A Blue Line train rounds a curve in the South Hills.



Photo: A Blue PRTX-branded articulated bus turns the corner in Downtown Pittsburgh.

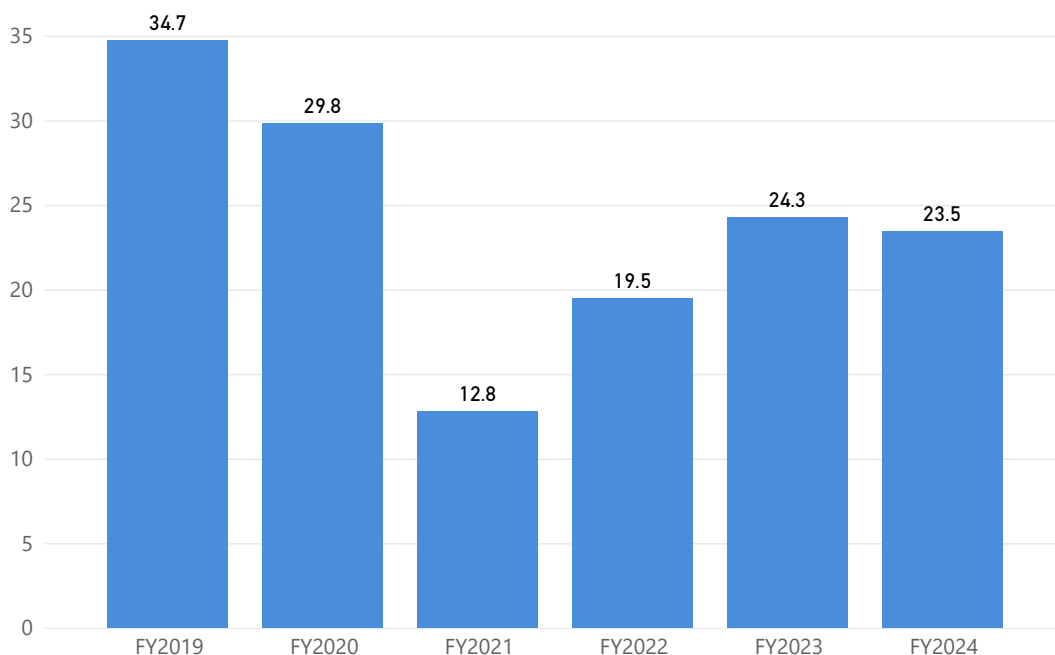
SYSTEM EFFICIENCY

PRT aims to maximize the number of passenger trips using available resources such as time, vehicles, and staff. To evaluate efficiency, PRT relies on three key metrics: passengers per revenue vehicle hour, cost per passenger served, and the percentage of time spent in revenue service. Recent economic trends have posed challenges to system efficiency, with rising costs driven by inflation across maintenance, operations, and administration, without significant growth in ridership or funding.

PASSENGERS PER REVENUE VEHICLE HOUR

PRT carried 23.5 passengers per hour (PPH) in FY 24 (excluding paratransit). That is down about 1 PPH or 3.3% compared to FY 23. This is due to a 3.3% increase in revenue service hours while ridership remained steady per the ridership changes covered in the previous section. Though slightly less efficient year-over-year, increasing revenue service hours is a way to recover ridership post-pandemic, and PRT hopes that the growth in service in FY 24 leads to future ridership growth. For more information by route, please refer to the route performance table on pages 28-31.

Historical Passengers Per Revenue Vehicle Hour

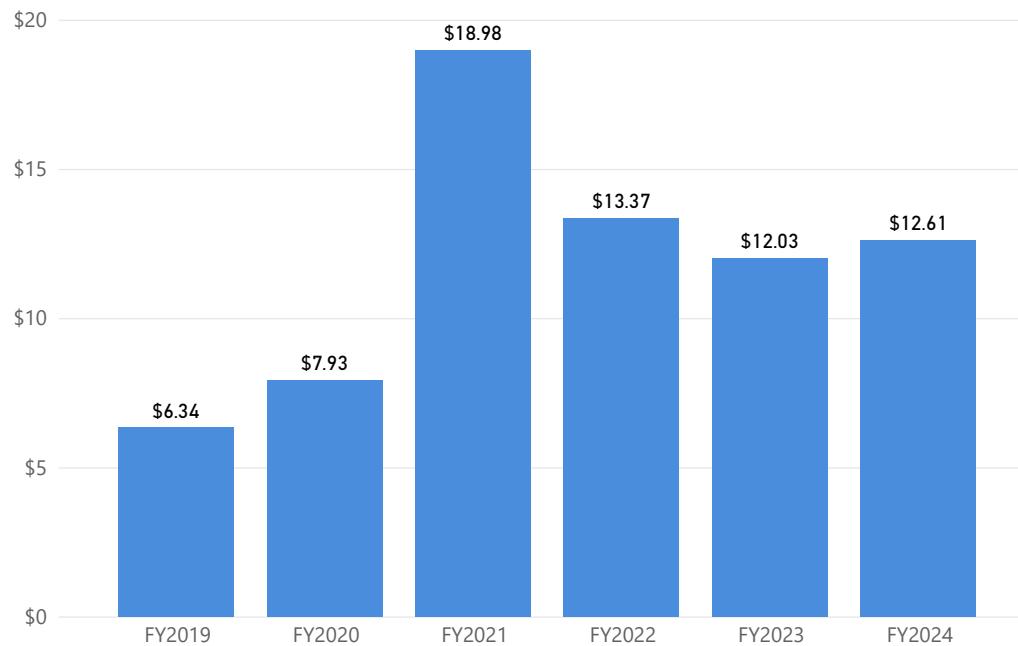


Graph: Historical passengers per revenue vehicle hour from FY 19 to FY 24.

COST PER PASSENGER SERVED

In FY 24, PRT’s cost per passenger (excluding paratransit) rose to \$12.61, up from \$12.03 in FY 23. This 5% increase is due to industry cost increases and stable ridership due to the software change covered in the previous section. For more information by route, please refer to the table on pages 28-31.

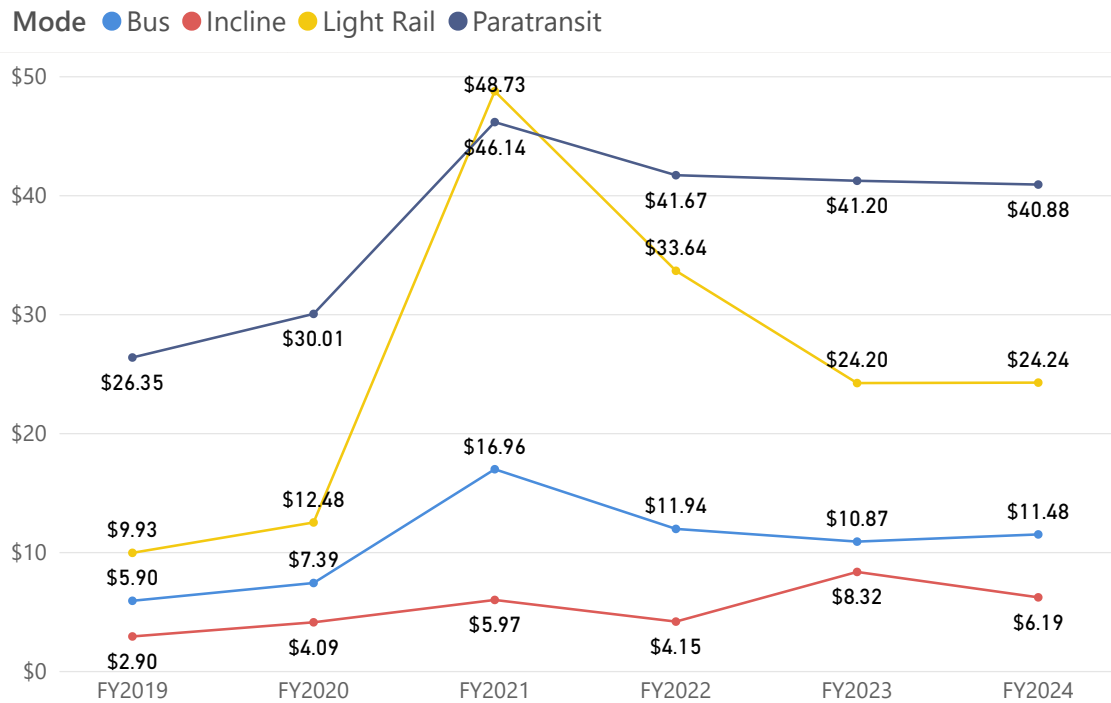
Historical Cost Per Passenger Served



Graph: Historical cost per passenger served from FY 19 to FY 24.

The cost per passenger, broken down by mode, is detailed below (excluding paratransit).

Cost Per Passenger Served By Mode



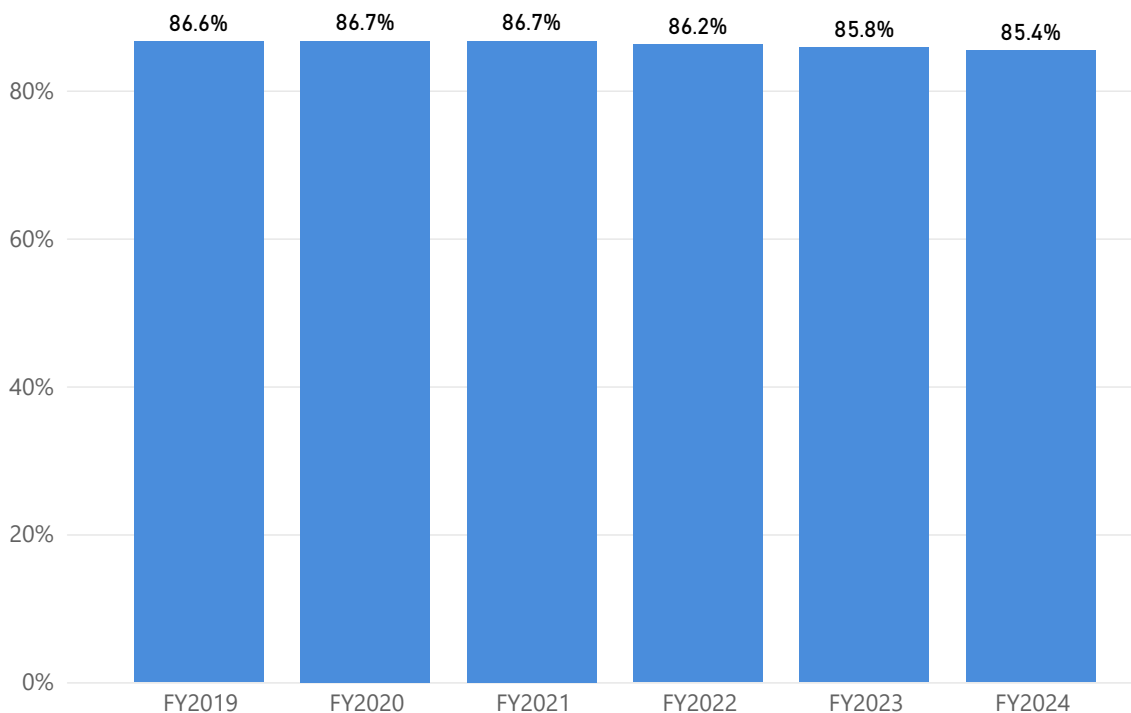
Graph: Cost per passenger served by mode..

The Monongahela Incline experienced a rise in ridership this fiscal year, recovering from the previous year's six-month closure for a rehabilitation project. This led to a year-over-year decrease in cost per passenger from \$8.32 to \$6.19, a 26% reduction. Light rail cost per passenger remained relatively stable, with a slight increase from \$24.20 to \$24.24. Meanwhile, bus service saw a 6% rise in cost per passenger, from \$10.87 to \$11.48, driven by a slight decline in ridership and a 5% increase in operational costs.

■ TIME SPENT IN REVENUE SERVICE

PRT continues to seek more efficient ways to provide service and maximize the amount of time that buses are in revenue service as opposed to driving to or from garages to start or end their trips (deadhead time). In FY 24, the time spent in revenue service decreased slightly from 85.8% in FY 23 to 85.4%, remaining relatively consistent over the past six years. A significant challenge is the geographical distance between bus garages and service start and end points. PRT is seeking ways to reduce deadhead time, reconfigure routes and layovers, and improve route interlining. Interlining refers to combining two or more independent routes into one operational schedule, reducing down time where buses would be parked and out of service. Additionally, aging infrastructure and congested roadways present obstacles. To address these, PRT has several ongoing planning and construction projects aimed at modernizing infrastructure, prioritizing transit, and improving service run times.

Percent Time Spent in Revenue Service



Graph: Historical perfect time spent in revenue service from FY 19 to FY 24.

SYSTEM EFFECTIVENESS

Providing effective transit services means maximizing access to diverse destinations throughout Allegheny County, including residential areas, workplaces, hospitals, services, and other community assets. PRT defines effectiveness in several ways. At the system level, this involves assessing the number of residents and jobs accessible to transit within a reasonable walking distance, the punctuality of scheduled services, and managing vehicle crowding to ensure sufficient space for passengers.

■ WALKABLE SERVICE AREA

PRT defines walkable service area as areas within a ¼ mile of bus stops and a ½ mile of fixed guideway stations (such as busways, light rail, and inclines) along the local street network. Utilizing block-level Census data, PRT has determined that nearly half of the county’s residents and over 60% of jobs are accessible via standard weekday service. Although service decreases moderately on weekends, over 40% of residents and more than half of the jobs remain within the coverage area.

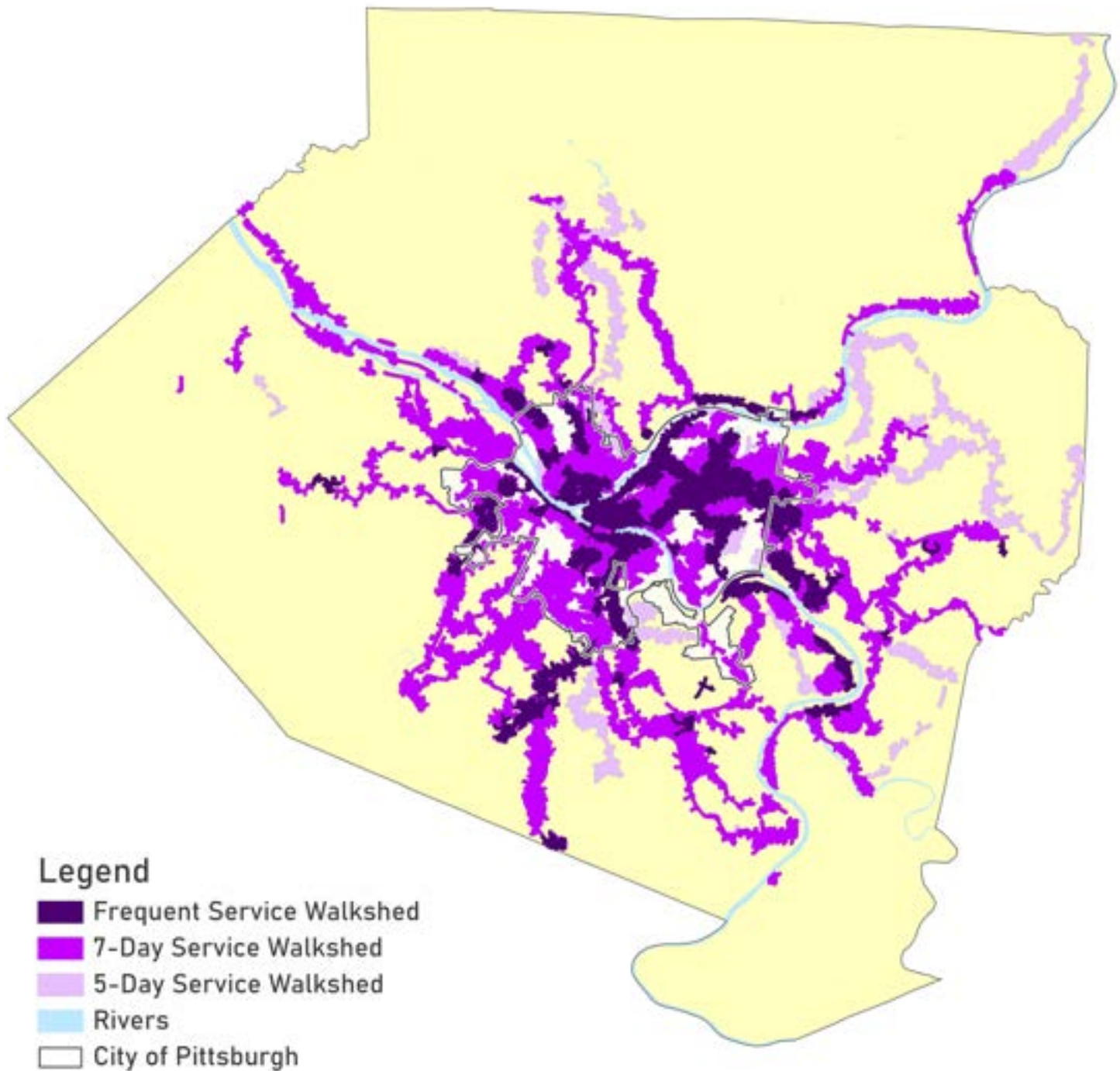
■ FREQUENT SERVICE AREA

Having access to frequent transit without the need to carefully plan around transit schedules greatly enhances mobility—especially for the nearly 25% of households in Allegheny County without access to a car. PRT defines its frequent service walkshed areas within a ¼ mile of bus stops and a ½ mile of fixed guideway stations that have service at least every 15 minutes for at least 15 hours a day, and every 30 minutes for an additional five hours a day, every day of the week. Although the time between trips may fluctuate, this represents an average frequency of every 15 minutes or better during the 15-hour period of highest transit demand each day of the week, which is at least 70 trips a day. While frequent service covers less than 5% of the county, it encompasses about one-sixth of residents and more than one-third of the jobs. PRT’s frequent service area did not significantly change from FY 23 to FY 24.

Service Days	Service Area		Population		Jobs	
	Total (miles²)	% of Total	Total	% of Total	Total	% of Total
Five Day Service Walkshed	139.86	18.8%	614,536	49.1%	427,226	62.2%
Seven Day Service	116.86	15.3%	553,821	44.3%	404,723	58.9%
Frequent Service	31.02	4.2%	210,964	16.9%	264,999	38.6%
Allegheny County (Total)	745		1,250,578		687,092	

The map below shows where each of these walksheds occur within Allegheny County based on data from October 2024. The darkest walkshed represents the frequent service area, the medium purple walkshed represents the 7-day service area, and the lightest walkshed represents the weekday-only (5-day) service area.

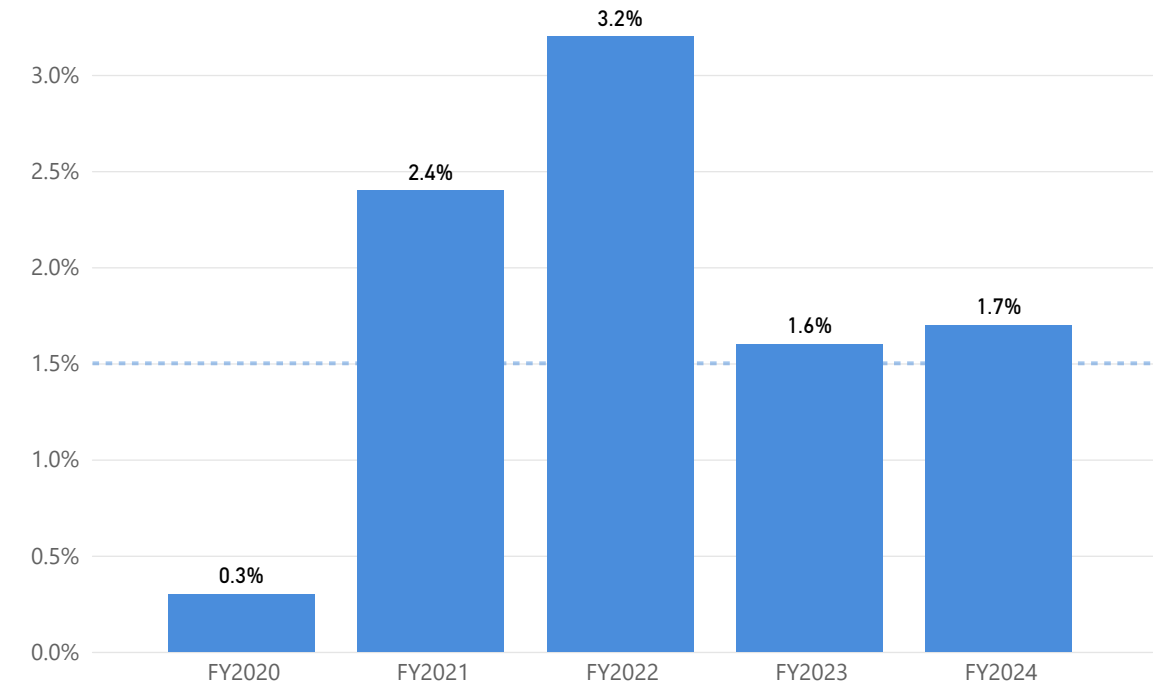
PRT System Service Walksheds



OUT OF SERVICE

When a scheduled trip is not able to be performed, it is recorded as out of service. PRT’s systemwide goal is to maintain an out of service rate below 1.5%. In FY 24, PRT narrowly missed this target with a rate of 1.7%. A major contributing factor has been a shortage of bus operators, a challenge PRT has faced since the pandemic, like many other transit agencies and front-line employers. During FY 24, PRT greatly increased its operator recruiting efforts, and this work is on-going with streamlined and accelerated hiring processes. Significant positive progress on out of service resulting from this hiring is expected in next year’s annual service report. Please refer to pages 28-31 for more information by route.

Historical System Level Out of Service



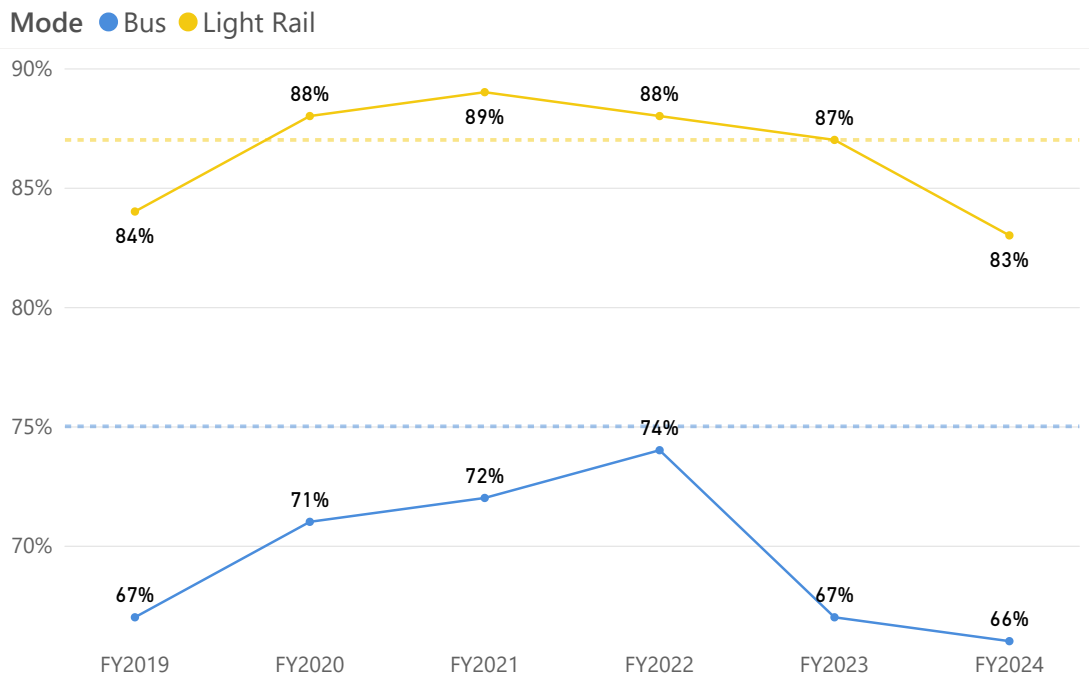
Graph: Historical system level out of service from FY 19 to FY 24.

SYSTEM ON-TIME PERFORMANCE

PRT measures on-time performance (OTP) monthly, with bus and light rail schedules updated three times a year to reflect changes in route running times. The Monongahela Incline is excluded from OTP metrics, as its trips do not follow a set schedule. A bus or light rail vehicle is considered ‘on-time’ if it arrives at its timepoint within a window of one minute early to five minutes late. OTP data is collected at every timepoint on every trip through automatic vehicle location (AVL) systems, which are linked to GPS devices on buses and light rail vehicles.

In FY 24, bus OTP decreased slightly from 67% in FY 23 to 66%, primarily due to ongoing construction and unavoidable detours. Light rail OTP declined from 87% in FY 23 to 83% largely because of planned capital construction projects, particularly the Central Business District Plinth Replacement in Downtown Pittsburgh, which impacted all light rail routes. It is notable that light rail OTP was consistently strong, with PRT regularly exceeding OTP standards until this project began in April 2024. For more detailed information on route-level OTP, please refer to the route performance table on pages 28-31.

Historical System On-Time Performance

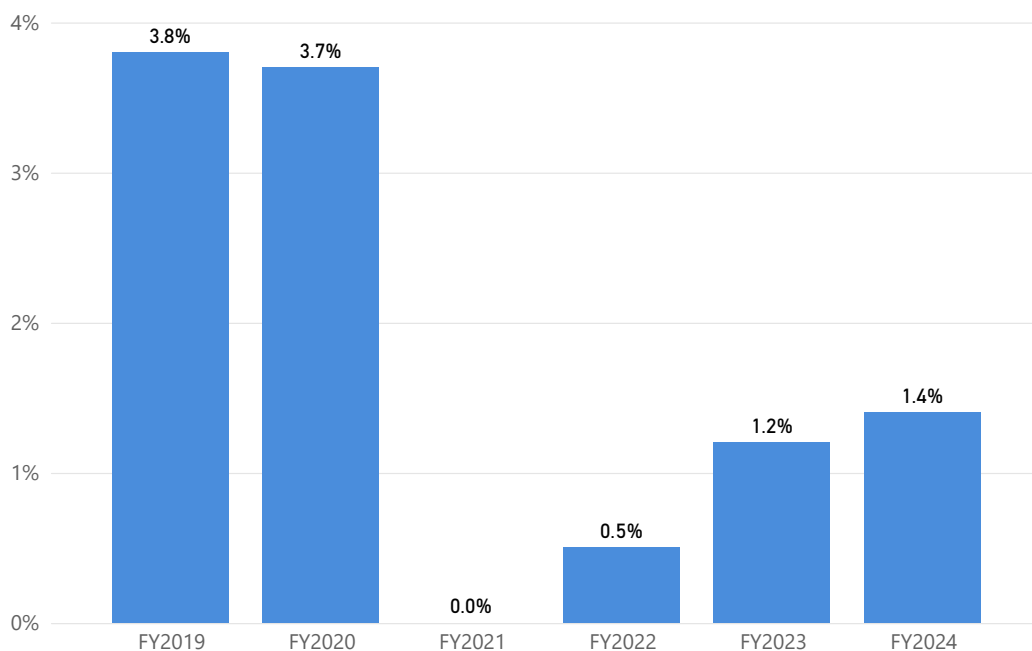


Graph: Historical system on-time performance from FY 19 to FY 24. Please note a correction to the FY 22 data from last year's Annual Service Report to make it consistent with National Transportation Database reporting.

PASSENGER LOADING: CROWDING

In FY 24, the average systemwide crowding rose slightly to 1.4% from 1.2% in FY23. Despite this increase, crowding remains well below pre-pandemic levels of 3.8% recorded in 2019. The top ten bus routes with the highest crowding primarily serve East End neighborhoods, connecting to either Oakland or Downtown Pittsburgh. Please refer to pages 28-31 for more information on crowding by route.

Historical System Average Crowding



Graph: Historical system average crowding from FY 19 to FY 24.

TITLE VI EVALUATION

Routes are classified as low-income or minority based on whether their service areas have higher proportions of low-income and minority populations compared to the average across PRT's service area. In Allegheny County, 12.6% of the population is classified as low-income (according to the 2022 American Community Survey), and 24.6% of the population is minority (according to the 2022 American Community Survey). Areas with a low-income or minority population above these thresholds are designated as "Low-income" and "Minority" areas, respectively. These classifications are updated every three years as part of PRT's Triennial Title VI Program, and the methodology was updated in PRT's most recent submittal.

Metrics evaluated include on-time performance, out of service occurrences (due to manpower shortages or equipment failures), crowding, service span, and service frequency. PRT's Board-adopted Title VI policy defines an "adverse impact" as a difference of more than 20 percentage points between low-income and minority groups for any of these metrics. For this analysis, a difference greater than 10 percentage points is considered "at-risk," prompting efforts to address disparities before they reach the 20 percentage point threshold. If a significant disparity exists in any of these metrics, the bottom five routes will be flagged for improvement in FY 25.

SUMMARY OF TITLE VI FINDINGS BY INCOME

Metric	Low Income Route	Non Low Income Route	Raw Difference	Pct. Difference	Direction of Difference
Number of Routes	64	37	N/A	N/A	N/A
Average On Time %	67.1%	70.1%	-3.1%	-4.4%	Adverse, not significant
Average Out of Service %	1.5%	1.3%	+0.2%	+14.0%	Adverse, not significant
Average Crowding %	1.1%	0.2%	+0.9%	+446%	Adverse, significant
Average Service Span - Weekday (Hours)	18.0	15.8	+2.2	+14.0%	Favorable
Average Service Span - Saturday (Hours)	14.7	9.7	+5.0	+52.0%	Favorable
Average Service Span - Sunday (Hours)	13.3	7.8	+5.5	+71.0%	Favorable
Average Trips/Service Hour - Weekday	1.6	1.3	+0.3	+43.0%	Favorable
Average Trips/Service Hour - Saturday	1.5	1.2	+0.3	+26.0%	Favorable
Average Trips/Service Hour - Sunday	1.3	1.1	+0.2	+17.0%	Favorable

■ LOW-INCOME ROUTES: SERVICE RELIABILITY AND QUALITY

In FY 24, on-time performance showed slight adverse differences between low-income and non-low-income routes. The 10 routes with the worst on-time performance in the system are all low-income routes, including: 15 (45%), 61C (48%), 65 (50%), 77 (50%), 58 (52%), 71B (53%), 1 (55%), 69 (55%), 61A (55%), and P78 (55%). The causes of poor on-time performance vary by route, but include factors such as detours, construction, high student ridership, and traffic congestion.

A significant adverse difference in crowding was also observed between low-income and non-low-income routes in FY 24. All 10 routes with the highest crowding are classified as low-income routes. These routes are: 61C (8.9%), 71B (6.2%), 61D (6.2%), 61A (5.4%), 71A (4.9%), 71C (4.2%), 61B (3.6%), 75 (3.3%), 71D (2.3%), and P1 (2.3%). Although the routes with the highest crowding remain consistent with the previous year, changes in crowding have occurred due to significant service changes on some of these routes.

■ SUMMARY OF TITLE VI FINDINGS BY RACE

Metric	Minority Route	Non Minority Route	Raw Difference	Pct. Difference	Direction of Difference
Number of Routes	56	45	N/A	N/A	N/A
Average On Time %	65.8%	71.1%	-5.3%	-7.5%	Adverse, not significant
Average Out of Service %	1.5%	1.3%	+0.2%	+14.0%	Adverse, not significant
Average Crowding %	1.2%	0.2%	+1.0%	+621%	Adverse, significant
Average Service Span - Weekday (Hours)	18.0	16.2	+1.8	+11.0%	Favorable
Average Service Span - Saturday (Hours)	14.1	11.3	+2.7	+24.0%	Favorable
Average Service Span - Sunday (Hours)	12.8	9.4	+3.4	+26.0%	Favorable
Average Trips per Service Hour - Weekday	1.6	1.3	+0.3	+26.0%	Favorable
Average Trips per Service Hour - Saturday	1.5	1.2	+0.3	+17.0%	Favorable
Average Trips per Service Hour - Sunday	1.3	1.1	+0.2	+17.0%	Favorable

■ MINORITY ROUTES: SERVICE RELIABILITY AND QUALITY

In FY 24, on-time performance showed minor adverse differences between minority and non-minority routes. The 10 minority routes with the worst on-time performance were: 15 (45%), 61C (48%), 65 (50%), 77 (50%), 71B (53%), 69 (55%), 61A (55%), P78 (55%), 67 (56%), and 82 (56%).

As in FY 23, FY 24 data shows a significant adverse difference in crowding between minority and non-minority routes. All 10 routes with the highest levels of crowding are classified as minority routes. These routes include: 61C (8.9%), 71B (6.2%), 61D (6.2%), 61A (5.4%), 71A (4.9%), 71C (4.2%), 61B (3.6%), 75 (3.3%), 71D (2.3%), and P1 (2.3%).

ADHERENCE TO SERVICE STANDARDS

SUMMARY OF SERVICE STANDARDS

Each year, PRT evaluates transit routes against a set of service standards that were last updated in April 2023 to reflect the post-pandemic decline in ridership. These Board-adopted standards include metrics such as passengers-per-hour, crowding, on-time performance, frequency, and stop spacing.



Photo: A red PRT bus at an intersection in downtown Pittsburgh. A yellow bridge is in the background.

PRT's Transit Service Standards, last amended by the PRT Board in April 2023, established metrics to evaluate the agency's progress toward efficiency, effectiveness, and equitable service. At the end of each year, PRT gathers its service data and measures that year's performance against the service standards as compared to the past four years. This allows the agency to identify areas of success and opportunities for improvement in the upcoming year. Both systemwide and route-specific performance reporting data covers the fiscal year from July 1, 2023 to June 30, 2024. The Annual Service Report assures riders that the agency is constantly striving to respond to changing conditions while maintaining an emphasis on local knowledge and a deep understanding of the communities it serves.

IN-SERVICE TIME

In-service time represents the percentage of time vehicles are actively performing their scheduled routes or are laying over, allowing operators to take breaks between trips. The standards are 80% for rapid routes like Light Rail Transit (LRT) and Bus Rapid Transit (BRT), 50% for commuter routes, and 70% for local and coverage routes. In FY24, only one route fell slightly short of these standards: the G2 rapid route, which had an in-service time of 79.5%, slightly below its 80% target.

■ OUT OF SERVICE

The out of service standard, introduced in the 2023 update, was implemented due to the significant impact of the COVID-19 pandemic on operator availability, affecting PRT's ability to maintain scheduled service. This metric measures the percentage of scheduled service hours not performed, with a system-wide goal of staying below 1.5%. In FY 24, PRT exceeded this goal, with an out-of-service rate of 1.7%. The rise in single and multiple sick day usage by operators post-pandemic is anticipated to decrease as the bus operator shortage is alleviated through aggressive new hiring efforts. For more information by route, please refer to the route performance table on pages 28-31.

■ SERVICE DAYS

PRT's service standards require all rapid, local, and coverage routes to operate seven-day service. In FY 24, the Y47 local route did not have Sunday service, and the P78 local route did not have weekend service. Please refer to the route performance table on pages 28-31 for more information by route.

■ FREQUENCY OF SERVICE

The service frequency standards outline the minimum frequency at which each route type should rate. These baseline frequencies are summarized below:

	RAPID	COMMUTER	LOCAL	COVERAGE
WEEKDAYS				
EARLY MORNING	30 MINS	--	60 MINS	75 MINS
AM PEAK	15 MIN	3 TRIPS	30 MINS	60 MINS
MIDDAY	20 MINS	--	60 MINS	75 MINS
PM PEAK	15 MINS	3 TRIPS	30 MINS	60 MINS
EVENING/NIGHT	30 MINS	--	60 MINS	75 MINS
SATURDAYS	30 MINS	--	60 MINS	90 MINS*
SUNDAYS	30 MINS	--	60 MINS	90 MINS*

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

FREQUENCY OF SERVICE CONTINUED

In FY 24, 22 routes were below the minimum weekday frequency standards for their service type compared to 25 in FY 23. Nineteen of these routes were local routes with headways greater than 30 minutes during peak hours. Service on G2 and BLUE also fell beneath the standards for rapid service. The operator shortage impacted PRT’s ability to address service frequency deficiencies in FY 24, but significant effort was made to hire new operators to allow PRT to address this in FY 25.

Weekday Service Frequencies

SERVICE TYPE	ROUTE
RAPID	G2, BLUE
COVERAGE	55
LOCAL	1, 12, 21, 31, 38, 41, 56, 57, 59, 64, 67, 69, 77, 81, AND 93

Weekend service on the Blue and Silver light rail lines fell below the standard for rapid service on both Saturdays and Sundays. Twelve additional routes fell below the Saturday service standard and 15 additional routes, including the rapid service G2, fell below the Sunday service standard.

Saturday Service Frequencies

SERVICE TYPE	ROUTE
RAPID	BLUE, SLVR
COVERAGE	2, 74
LOCAL	2, 21, 31, 38, 39, 59, 69, 77, 93, AND Y1/Y46

Sunday Service Frequencies

SERVICE TYPE	ROUTE
RAPID	G2, BLUE, SLVR
COVERAGE	2, 74
LOCAL	21, 31, 38, 39, 41, 53/53L, 59, 69, 77, 87, 93, AND Y1/Y46

DISTANCE BETWEEN STOPS

PRT’s administratively issued Bus Stop and Street Design Guidelines recommend minimum stop spacing to improve the efficiency of transit service. In FY 24, 44 bus routes fall below the minimum stop spacing guideline for their service type. Changing stop spacing is complicated by topography, availability of sidewalks, and other factors. PRT plans to work towards better aligning with stop spacing guidelines for new route segments through the upcoming implementation of the Bus Line Redesign network plan.

BUS ON-TIME PERFORMANCE

The on-time performance (OTP) standard for all bus routes is of 75%. In FY 24, 73 routes did not meet the standard, with 30 routes more than 10% below the benchmark. This is an improvement over FY 23 when 79 routes did not meet the standard. Many of these routes were impacted by bridge closures, construction-related detours, and adverse traffic conditions. These routes will be prioritized for OTP improvements in Fiscal Year 2025 (FY 25). The complete list of routes is available on pages 28-31.

ROUTE	SERVICE TYPE	FY24 OTP	OTP STANDARD
15	COVERAGE	45%	75%
61C	LOCAL	48%	75%
65	COMMUTER	50%	75%
77	LOCAL	50%	75%
58	COVERAGE	52%	75%
71B	LOCAL	53%	75%
69	LOCAL	55%	75%
1	LOCAL	55%	75%
P78	LOCAL	55%	75%
61A	LOCAL	55%	75%
67	LOCAL	56%	75%
82	LOCAL	56%	75%
86	LOCAL	57%	75%
61B	LOCAL	57%	75%
64	LOCAL	59%	75%
83	LOCAL	59%	75%
28X	LOCAL	61%	75%
P10	COMMUTER	61%	75%
71A	LOCAL	61%	75%
20	COVERAGE	61%	75%
87	LOCAL	62%	75%
81	LOCAL	62%	75%
71C	LOCAL	63%	75%
93	LOCAL	63%	75%
24	LOCAL	63%	75%
91	LOCAL	64%	75%
P16	COMMUTER	64%	75%
O12	COMMUTER	64%	75%
P17	COMMUTER	65%	75%
2	COVERAGE	65%	75%

ACCESS PARATRANSIT ON-TIME PERFORMANCE

ACCESS paratransit defines on-time performance as arriving not more than 10 minutes before or 20 minutes after the scheduled pickup time, and within 45 minutes of a will-call return. In FY 24, ACCESS OTP was 94%, a decrease from 95.3% in FY 23. This decrease in OTP was primarily driven by driver shortages and a service provider area realignment. ACCESS has focused on driver recruiting and training efforts to help address these issues.

PASSENGERS PER REVENUE VEHICLE HOUR

In FY 24, 21 routes met the passenger-per-revenue-hour standard across all service days, with another 32 routes meeting at least the weekday standard.

The following table lists routes that are significantly below their PPH standard for their route type (measured as not meeting 75% of that goal):

ROUTE TYPE	ROUTE
COMMUTER	7, 18, 65, O5, P7, P10, P12, P16, P71/71, Y45
COVERAGE	2, 4, 20, 36, 40
LOCAL	1, 12, 14, 17, 21, 38, 41, 53/53L, 69
RAPID	G2



Photo: An ACCESS operator assists a paratransit rider in getting off the shuttle at their final destination.

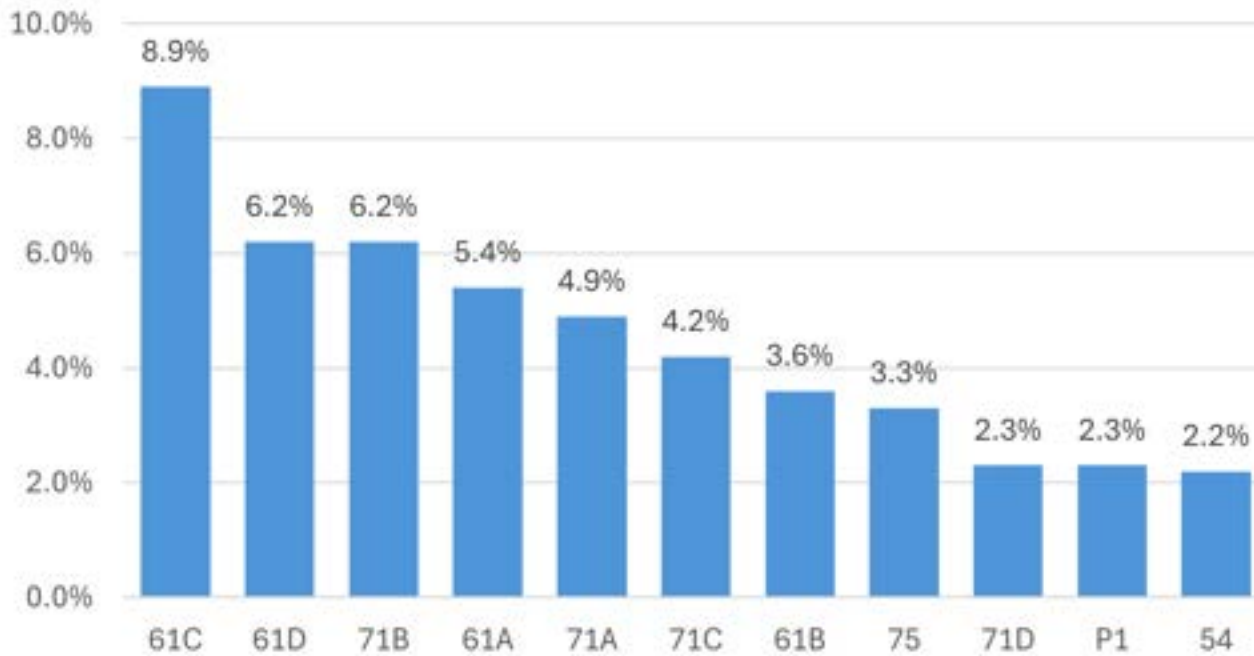


Photo: A red 61B PRT bus in Oakland.

LOADS: CROWDING

In FY 24, 11 routes exceeded PRT's crowding standard of 2% of trips or fewer. Routes with crowding are concentrated in Pittsburgh's East End and Oakland areas.

Routes with Highest Percent of Trips Crowded



Graph: Eleven routes that exceeded PRT's crowding standard in FY 24 in descending order.



Photo: A red P1 PRT bus on the East Busway near East Liberty Station..



Photo: A blue 71B PRT bus near PPG Paints Arena as a crowd of Penguins fans also cross the street to get to the game.

ROUTE PERFORMANCE

Metrics by route for July 2023 to June 2024. Highlighted values fall below service standards.

ROUTE	MODE	ROUTE TYPE	DAYS OF SERVICE	AVERAGE WEEKDAY RIDERS	AVERAGE SATURDAY RIDERS	AVERAGE SUNDAY RIDERS	FY23-FY24 AVG WEEKDAY RIDERS CHG	FY23-FY24 AVG WEEKDAY RIDERS CHG (%)
1	BUS	LOCAL	ALL DAYS	1,500	1,046	830	-112	-7%
2	BUS	COVERAGE	ALL DAYS	462	188	115	-71	-13%
4	BUS	COVERAGE	ALL DAYS	314	121	66	-27	-8%
6	BUS	LOCAL	ALL DAYS	939	699	513	70	8%
7	BUS	COMMUTER	WEEKDAYS ONLY	73	--	--	0	0%
8	BUS	LOCAL	ALL DAYS	1,762	935	685	-7	0%
11	BUS	COVERAGE	ALL DAYS	396	191	121	-35	-8%
12	BUS	LOCAL	ALL DAYS	947	1,061	615	-10	-1%
13	BUS	LOCAL	ALL DAYS	1,393	1,051	551	-52	-4%
14	BUS	LOCAL	ALL DAYS	579	369	232	-150	-21%
15	BUS	COVERAGE	ALL DAYS	649	454	364	-31	-5%
16	BUS	LOCAL	ALL DAYS	2,172	1,412	1,089	5	0%
17	BUS	LOCAL	ALL DAYS	939	352	402	-10	-1%
18	BUS	COMMUTER	WEEKDAYS ONLY	44	--	--	-1	-2%
20	BUS	COVERAGE	ALL DAYS	313	205	107	19	7%
21	BUS	LOCAL	ALL DAYS	865	536	423	-4	0%
22	BUS	COVERAGE	ALL DAYS	537	371	151	40	8%
24	BUS	LOCAL	ALL DAYS	1,123	719	571	51	5%
26	BUS	COVERAGE	ALL DAYS	632	372	247	32	5%
27	BUS	COVERAGE	ALL DAYS	743	401	322	-1	0%
29	BUS	COVERAGE	ALL DAYS	772	474	227	38	5%
31	BUS	LOCAL	ALL DAYS	1,013	615	476	-45	-4%
36	BUS	COVERAGE	ALL DAYS	296	102	62	13	5%
37	BUS	COVERAGE	ALL DAYS	212	128	162	212	N/A
38	BUS	LOCAL	ALL DAYS	581	199	137	65	13%
39	BUS	LOCAL	ALL DAYS	726	211	86	29	4%
40	BUS	COVERAGE	ALL DAYS	365	178	122	6	2%
41	BUS	LOCAL	ALL DAYS	604	327	190	-21	3%
42	BUS	COVERAGE	ALL DAYS	562	271	371	562	N/A
43	BUS	COVERAGE	ALL DAYS	278	196	158	4	1%
44	BUS	COVERAGE	ALL DAYS	545	293	163	-46	-8%
48	BUS	LOCAL	ALL DAYS	1,584	1,247	736	137	9%
51	BUS	LOCAL	ALL DAYS	5,436	3,842	2,636	294	6%
54	BUS	LOCAL	ALL DAYS	2,808	1,716	893	-402	-13%
55	BUS	COVERAGE	ALL DAYS	778	617	496	78	11%
56	BUS	LOCAL	ALL DAYS	1,007	564	449	25	3%
57	BUS	LOCAL	ALL DAYS	737	703	527	54	8%
58	BUS	COVERAGE	ALL DAYS	402	140	98	-35	-8%
59	BUS	LOCAL	ALL DAYS	1,901	1,534	1,045	-46	-2%
60	BUS	COVERAGE	ALL DAYS	430	209	151	69	19%
64	BUS	LOCAL	ALL DAYS	1,573	1,726	1,119	-46	-3%
65	BUS	COMMUTER	WEEKDAYS ONLY	103	--	--	15	17%
67	BUS	LOCAL	ALL DAYS	1,434	763	531	88	7%
69	BUS	LOCAL	ALL DAYS	1,062	211	155	-16	-1%
74	BUS	COVERAGE	ALL DAYS	683	279	136	46	7%
75	BUS	LOCAL	ALL DAYS	2,631	1,439	1,094	99	4%
77	BUS	LOCAL	ALL DAYS	1,159	700	532	-64	-5%
79	BUS	COVERAGE	ALL DAYS	524	506	252	-105	-17%

RIDERS/ REVENUE HR WEEKDAY	RIDERS/ REVENUE HR SATURDAY	RIDERS/ REVENUE HR SUNDAY	RIDERS/ REVENUE HR	COST/ RIDER SERVED	PERCENT OUT OF SERVICE	ON-TIME PERFORM- ANCE	PERCENT OF TRIPS CROWDED	AVERAGE STOP SPACING
14	19	15	15	\$18.27	1.80%	55%	0.1%	1109
9	8	6	9	\$28.41	0.81%	65%	0.0%	999
11	10	8	10	\$21.45	0.42%	73%	0.0%	717
23	18	22	22	\$11.49	1.22%	66%	0.2%	599
12			12	\$20.52		68%	0.0%	829
22	20	22	21	\$11.54	1.28%	79%	0.4%	688
17	16	15	17	\$14.84	1.20%	73%	0.1%	684
16	13	13	15	\$18.63	1.14%	67%	0.6%	1499
22	18	18	21	\$11.73	1.89%	65%	0.1%	728
12	12	9	12	\$23.10	0.87%	75%	0.0%	1276
15	13	15	15	\$16.34	1.83%	45%	0.0%	703
29	23	23	28	\$9.26	0.89%	71%	0.3%	787
16	11	11	15	\$14.62	1.26%	66%	0.0%	953
6			6	\$42.02	0.03%	84%	0.0%	729
11	10	8	11	\$26.68	1.05%	61%	0.0%	1208
16	16	13	16	\$18.48	1.56%	76%	0.0%	1360
18	17	18	17	\$15.80	1.99%	68%	0.0%	1267
20	24	21	21	\$13.44	1.47%	63%	0.1%	1542
17	17	14	17	\$16.50	0.25%	82%	0.0%	789
20	18	17	20	\$13.58	1.66%	79%	0.1%	812
17	14	13	16	\$18.28	2.29%	69%	0.1%	1376
19	23	19	19	\$14.24	1.85%	65%	0.3%	954
11	10	8	10	\$25.60	0.80%	71%	0.0%	1295
4	2	3	7	\$43.70	1.89%	84%	--	2711
13	12	10	12	\$18.92	1.51%	72%	0.1%	1187
16	13	11	16	\$19.99	0.80%	83%	0.3%	857
11	10	8	10	\$25.06	0.70%	78%	0.0%	706
13	10	8	12	\$20.13	1.21%	81%	0.2%	908
12	7	11	23	\$12.74	3.59%	89%	--	2218
16	11	10	14	\$19.88	1.56%	78%	0.0%	814
13	10	10	13	\$24.37	2.04%	73%	0.3%	844
30	25	25	29	\$10.24	1.84%	77%	0.2%	718
31	31	33	31	\$7.71	2.77%	68%	1.8%	957
19	18	18	19	\$14.13	1.42%	65%	2.2%	826
15	13	11	14	\$16.17	1.33%	68%	0.0%	1399
20	18	16	19	\$14.43	2.14%	70%	0.3%	1162
22	21	17	21	\$12.77	2.05%	66%	0.1%	1133
13	8	8	12	\$20.80	1.22%	52%	0.0%	931
16	18	16	16	\$15.43	1.83%	65%	0.3%	1037
31	24	17	29	\$9.88	0.55%	79%	0.3%	662
24	27	27	25	\$11.03	1.78%	59%	0.6%	831
10			10	\$28.30	1.24%	50%	0.0%	1033
18	17	16	18	\$15.40	1.81%	56%	1.4%	1144
16	13	11	16	\$17.35	1.49%	55%	1.6%	1086
16	12	10	15	\$15.83	1.53%	67%	0.0%	570
28	27	24	28	\$9.08	1.74%	68%	3.3%	812
18	22	19	19	\$14.57	1.79%	50%	0.2%	908
15	16	15	15	\$15.77	0.46%	69%	0.0%	613

ROUTE	MODE	ROUTE TYPE	DAYS OF SERVICE	AVERAGE WEEKDAY RIDERS	AVERAGE SATURDAY RIDERS	AVERAGE SUNDAY RIDERS	FY23-FY24 AVG WEEKDAY RIDERS CHG	FY23-FY24 AVG WEEKDAY RIDERS CHG (%)
81	BUS	LOCAL	ALL DAYS	1,339	765	560	82	7%
82	BUS	LOCAL	ALL DAYS	3,456	2,292	1,849	399	13%
83	BUS	LOCAL	ALL DAYS	1,675	947	739	25	2%
86	BUS	LOCAL	ALL DAYS	1,824	1,618	1,065	-13	-1%
87	BUS	LOCAL	ALL DAYS	1,211	666	208	-28	-2%
88	BUS	LOCAL	ALL DAYS	1,154	825	604	-30	-3%
89	BUS	COVERAGE	ALL DAYS	193	127	85	-5	-3%
91	BUS	LOCAL	ALL DAYS	2,139	1,032	688	-97	-4%
93	BUS	LOCAL	ALL DAYS	1,586	456	296	-28	-2%
19L	BUS	COMMUTER	WEEKDAYS ONLY	264	--	--	5	2%
28X	BUS	LOCAL	ALL DAYS	1,296	1,293	1,150	43	3%
51L	BUS	COMMUTER	WEEKDAYS ONLY	375	--	--	26	7%
52L	BUS	COMMUTER	WEEKDAYS ONLY	255	--	--	7	3%
53/53L	BUS	LOCAL	ALL DAYS	760	205	103	10	1%
61A	BUS	LOCAL	ALL DAYS	4,154	2,764	1,902	605	17%
61B	BUS	LOCAL	ALL DAYS	3,464	2,311	1,420	490	16%
61C	BUS	LOCAL	ALL DAYS	4,951	3,548	2,379	358	8%
61D	BUS	LOCAL	ALL DAYS	3,009	2,149	1,539	-610	-17%
71A	BUS	LOCAL	ALL DAYS	3,210	1,753	1,235	-763	-19%
71B	BUS	LOCAL	ALL DAYS	4,033	2,340	1,477	440	12%
71C	BUS	LOCAL	ALL DAYS	3,339	2,350	1,631	-1,016	-23%
71D	BUS	LOCAL	ALL DAYS	2,243	1,258	906	-840	-27%
BLUE	RAIL	RAPID	ALL DAYS	2,766	1,204	847	441	19%
G2	BUS	RAPID	ALL DAYS	1,366	658	504	-94	-6%
G3	BUS	COMMUTER	WEEKDAYS ONLY	192	--	--	18	10%
G31	BUS	COMMUTER	WEEKDAYS ONLY	221	--	--	22	11%
MI	INCLINE	RAPID	ALL DAYS	663	1,317	738	N/A	N/A
O1	BUS	COMMUTER	WEEKDAYS ONLY	295	--	--	8	3%
O12	BUS	COMMUTER	WEEKDAYS ONLY	393	--	--	40	11%
O5	BUS	COMMUTER	WEEKDAYS ONLY	42	--	--	-5	-11%
P1/P2	BUS	RAPID	ALL DAYS	4,746	3,143	2,143	279	6%
P10	BUS	COMMUTER	WEEKDAYS ONLY	216	--	--	-19	-8%
P12	BUS	COMMUTER	WEEKDAYS ONLY	296	--	--	20	7%
P13	BUS	COMMUTER	WEEKDAYS ONLY	71	--	--	3	4%
P16	BUS	COMMUTER	WEEKDAYS ONLY	322	--	--	7	2%
P17	BUS	COMMUTER	WEEKDAYS ONLY	366	--	--	132	56%
P3	BUS	COMMUTER	WEEKDAYS ONLY	1,766	--	--	68	4%
P67	BUS	COMMUTER	WEEKDAYS ONLY	139	--	--	-5	-3%
P68	BUS	LOCAL	ALL DAYS	1,261	791	628	-65	-5%
P69	BUS	COMMUTER	WEEKDAYS ONLY	173	--	--	28	19%
P7	BUS	COMMUTER	WEEKDAYS ONLY	282	--	--	45	19%
P71/71	BUS	COMMUTER	WEEKDAYS ONLY	204	--	--	9	5%
P76	BUS	COMMUTER	WEEKDAYS ONLY	301	--	--	5	2%
P78	BUS	LOCAL	WEEKDAYS ONLY	751	--	--	-17	-2%
RED	RAIL	RAPID	ALL DAYS	4,583	4,129	3,020	121	3%
SLVR	RAIL	RAPID	ALL DAYS	3,464	1,365	1,031	267	8%
Y1/Y46	BUS	LOCAL	ALL DAYS	975	466	394	10	1%
Y45	BUS	COMMUTER	WEEKDAYS ONLY	72	--	--	-3	-4%
Y47	BUS	LOCAL	NO SUNDAYS	528	357	--	17	3%
Y49	BUS	LOCAL	ALL DAYS	672	533	392	43	7%

RIDERS/ REVENUE HR WEEKDAY	RIDERS/ REVENUE HR SATURDAY	RIDERS/ REVENUE HR SUNDAY	RIDERS/ REVENUE HR	COST/ RIDER SERVED	PERCENT OUT OF SERVICE	ON-TIME PERFORM- ANCE	PERCENT OF TRIPS CROWDED	AVERAGE STOP SPACING
30	24	19	28	\$9.49	1.93%	62%	0.2%	703
41	39	36	40	\$6.11	1.87%	56%	1.9%	575
35	27	22	33	\$8.15	3.63%	59%	0.9%	726
26	26	22	26	\$8.94	1.88%	57%	0.5%	631
22	23	18	22	\$11.44	1.16%	62%	0.5%	648
25	22	18	24	\$9.70	1.55%	66%	0.0%	864
13	8	7	11	\$20.79	0.62%	71%	0.0%	652
17	18	14	17	\$16.71	1.07%	63%	0.1%	772
21	18	16	21	\$12.29	2.30%	63%	0.9%	710
24			24	\$14.44	1.11%	68%	0.3%	1215
14	13	12	14	\$16.65	0.82%	61%	1.1%	3514
34			34	\$12.39	0.80%	71%	0.7%	1310
18			18	\$17.06	1.39%	67%	0.1%	1012
17	11	11	16	\$14.15	1.98%	61%	0.0%	1101
32	27	31	31	\$9.36	2.70%	55%	5.4%	704
30	26	27	29	\$9.86	2.31%	57%	3.6%	796
36	34	35	36	\$7.41	2.76%	48%	8.9%	970
31	29	33	31	\$8.71	1.58%	70%	6.2%	948
43	32	33	40	\$6.00	2.00%	61%	4.9%	576
45	36	37	43	\$5.77	1.81%	53%	6.2%	626
35	35	35	35	\$6.59	1.90%	63%	4.2%	664
28	21	22	27	\$8.69	2.60%	68%	2.3%	632
40	29	23	37	\$24.59	2.37%	84%	--	2536
28	21	16	26	\$10.68	0.88%	82%	0.2%	3015
16			16	\$22.24	1.87%	69%	0.5%	6437
21			22	\$16.68	1.78%	76%	0.6%	1615
			--	--	--	--	--	545
19			20	\$17.80	2.44%	74%	0.0%	4274
20			20	\$13.84	0.75%	64%	0.1%	2527
9			9	\$46.37	0.32%	66%	0.0%	1093
53	56	50	53	\$4.43	0.87%	84%	2.3%	4491
15			15	\$23.89	0.72%	61%	0.2%	1911
14			14	\$21.21	0.43%	72%	0.8%	2702
16			16	\$21.66	0.57%	65%	0.0%	1228
12			12	\$27.76	0.83%	64%	0.1%	1583
19			19	\$11.99	2.25%	65%	0.3%	988
32			32	\$7.40	0.70%	82%	0.9%	2177
17			17	\$20.28	1.12%	69%	0.1%	1945
20	17	14	19	\$12.67	0.67%	68%	2.0%	1284
20			20	\$19.22	1.36%	65%	0.1%	1379
14			14	\$22.23	1.07%	78%	0.1%	1707
12			12	\$20.79	1.13%	66%	0.0%	985
18			18	\$19.10	1.01%	68%	0.2%	2081
17			17	\$15.67	1.11%	55%	0.5%	1229
39	38	31	39	\$22.93	2.00%	83%	--	1999
37	26	20	34	\$25.97	1.52%	81%	--	2397
16	14	13	15	\$17.80	1.70%	72%	0.1%	1405
11			11	\$35.08	1.14%	70%	0.0%	1221
17	12		16	\$16.05	1.23%	73%	0.0%	1282
19	17	16	19	\$13.47	1.44%	71%	0.1%	1305

SERVICE CHANGES

SERVICE REQUEST PROCESS

PRT's Service Guidelines outline a process for the public to request major service changes. However, as PRT Service Development staff are currently focused on the comprehensive Bus Line Redesign project, all service requests were encouraged to be submitted through this planning process, which is also reviewing and attempting to address historic service requests.

MAJOR SERVICE CHANGES IN FY 24

Short-Turning of the 71A, 71C, 71D, and 61D Routes in Oakland - October 2023

The Performance by Route table on pages 28-31 showed that there were significant ridership losses on the 71A, 71C, 71D, and 61D routes in FY 24 following the shortening of these four routes in October 2023. This service change occurred while the APC software issue was being resolved, and therefore took staff significant time to determine what those ridership impacts really were. This ridership loss is sustained and these routes continue to have less ridership than they did prior to these changes. This analysis is briefly summarized below.

- In October 2023, in response to operator shortages and as part of the early implementation of the upcoming PRTX service changes, PRT modified the 71A, 71C, 71D, and 61D routes to turn around in Oakland. These routes currently end at Robinson Street in Oakland and do not serve Uptown and Downtown Pittsburgh. Riders traveling to Uptown or Downtown Pittsburgh can transfer to the 61A, 61B, 61C, or 71B for continued service.
- The table on the next page outlines the changes observed on these routes, comparing April-June ridership between 2023 and 2024. This date range (referred to as 'Spring' in the table below) was selected to isolate periods before and after the service change, and to limit the impact of data anomalies observed during the APC software transition.

Ridership Before and After the Major Service Change by Change and by Change over Expected

Route	RIDERSHIP (AVG WEEKDAY)		CHANGE		CHANGE OVER EXPECTED	
	Spring 2024	Spring 2023	Percent	Count	Percent	Count
61A	2,627	2,526	+4%	+101	+8%	+206
61B	2,112	2,088	+1%	+24	+5%	+110
61C	3,455	3,416	+1%	+39	+5%	+180
61D	1,670	2,488	-33%	-818	-29%	-715
71A	1,379	1,913	-24%	-534	-20%	-455
71B	2,037	1,693	+20%	+344	+24%	+414
71C	1,868	2,382	-22%	-514	-18%	-415
71D	1,000	1,382	-28%	-382	-24%	-324
61 Series Total (A, B, C, D)	9,864	10,518	-6%	-654	-2%	-219
71 Series Total (A, B, C, D)	6,284	7,370	-15%	-1,086	-11%	-781
All Other Bus Total (Unaffected by Change)	39,926	41,613	-4%	-1,957	N/A	N/A
Entire Bus Network Total	61,455	65,152	-6%	-3,697	-2%	-1,000

Evaluating the change in ridership within the affected corridors indicates a loss in ridership in both absolute terms and when adjusting for systemwide averages during the same period.

- The estimated impact on the 71 series is a –15% change in ridership, adjusted to a –11% change in ridership beyond the system average (i.e. the expected change in ridership which would have occurred in the absence of the service change).
- The estimated impact on the 61 series is a –6% change in ridership, adjusted to a –2% change in ridership beyond the system average.

These results indicate that the changes to the 71A, 71B, and 71D had a more significant impact on ridership than changes to the 61D.

- The 71 series accounts for 10-11% of total ridership, but 29% of the ridership losses systemwide, showing that this service change contributed disproportionately to ridership loss during this period. The 71B, which continues to have Downtown service, saw increases in both ridership and crowding (+1.3%), indicating that demand for Downtown travel within the 71 series service area remains strong. PRT investigated alternatives that provide Downtown service within the affected service area, such as the P1 and the 82, but ridership gains indicating a switch were not sustained.
- The majority of ridership loss on the 61D can be accounted for by increased ridership on the other 61 series routes, the 61A, 61B, and 61C. While the net impact on ridership is largely neutral, there was an increase in crowding observed on the 61A (+1.8%), 61B (+0.5%), and 61C (+1.0%) between FY 23 and FY 24 that can be attributed to the service change. For context, the 61C was the route with the most crowding systemwide in both FY 23 and FY 24.

There are some limitations to the analysis presented above, namely that it includes months where university student ridership declines at the end of the academic year, and that the relatively short time period is subject to variability in ridership observed month-to-month. The Service Development team at PRT is continuing to evaluate the effects of this major service change into FY 25 to better understand the dynamics of transit demand in these corridors and will propose subsequent service changes as needed (and within our operational capacity) to ensure that future service in these corridors is consistent with PRT's service standards and responsive to the needs of our ridership.

Interlining the P17 with the 79 Route- October 2023

In October 2023, PRT added 14 trips to the P17 route - 7 inbound and 7 outbound - which were interlined with the 79 route for improved efficiency and optimized service hours. This change boosted service hours for the P17 and enhanced commuter flyer service to Lincoln-Lemington, East Hills, and Wilkinsburg. As a result, ridership on the P17 rose to near or above pre-pandemic levels, marking the largest ridership increase for any route at 56%. Performance metrics on the 79 route were not adversely impacted by this. Additionally, the in-service efficiency for the 79 route increased from 75.6% to 81.2% after this change.

LOOKING AHEAD

■ NEXT STEPS FOR FY 25

PRT will utilize the findings in this report to identify targeted service improvements to improve adherence to service standards through upcoming annual service adjustments, subject to available funding and resources. Key areas of focus will include alleviating crowding on high-ridership routes to address the adverse Title VI findings for both minority and low income routes, reducing out of service through continued bus operator hiring efforts, and improving on-time performance on routes experiencing consistent delays, particularly those serving minority and low-income communities.

Routes identified for minor service improvements to address crowding, include: 61C, 61D, 71B, 61A, 71A, 71C, 61B, 75, 71D, P1, and 54. To mitigate crowding on these routes, PRT will evaluate the potential benefits of increasing service hours, adjusting schedules, modifying vehicle assignments, and exploring other feasible solutions. Given that the causes of crowding may vary by route and time of day, PRT will conduct a route-specific analysis to determine the most effective corrective actions within operational and resource constraints.

PRT will continue its robust hiring efforts to reduce the shortage of bus operators, which results in scheduled services not performed. With modest success in FY 24, this will remain a significant initiative of the agency to hire and train to new operators so that we can deliver scheduled services.

Regarding on-time performance, PRT's primary focus will be addressing the 30 routes that fall 10% or more below the service standard, many of which also serve minority and/or low-income communities, as identified in the Title VI assessment. Travel time delays can be influenced by factors beyond PRT's control, such as road maintenance and bridge closures. To improve on-time performance, PRT will explore strategies such as runtime adjustments in future service picks to better align service schedules with real-world roadway conditions and reflect more accurate travel times.

Additionally, through the Bus Line Redesign project, PRT is undertaking a comprehensive network planning effort aimed at redistributing service hours across the bus network to better match transit demand, enhance service quality and reliability, prioritize equitable investment, and expand connections throughout Allegheny County. This initiative includes proposals to add service on high-ridership corridors to reduce crowding and improve service frequencies. It also proposes route streamlining, including splitting longer routes—more prone to delays—into two separate routes. PRT will continue to refine the network plan, incorporating public feedback on the initial Draft Network 1.0, and we expect to release a second draft for public review in summer 2025.

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