



Phase 4 Engagement Report

June, 2026



ACKNOWLEDGEMENTS

Pittsburgh Regional Transit (PRT)

PRT provides public transportation throughout Allegheny County. PRT's 2,600 employees operate, maintain and support bus, light rail, incline, and paratransit services for approximately 200,000 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 is funded by fare and advertising revenue in addition to county, state, and federal sources. The agency's finances and operations are audited on a regular basis, both internally and by external agencies. PRT, legally known as Port Authority of Allegheny County, began serving the community in March 1964.

Participants

PRT would like to thank community and agency partners that supported the Bus Line Refresh project and partnered with PRT to facilitate engagement events, and everyone who provided feedback on the second draft.

Title VI Discrimination Policy

Port Authority of Allegheny County, d/b/a Pittsburgh Regional Transit, hereby gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964. PRT is committed to ensuring that no person is excluded from participation in or denied the benefits of its services based on 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 regarding the routing, scheduling, or quality of transportation service furnished by PRT based on 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 based on race, color, or national origin.

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INTRODUCTION

PURPOSE & OVERVIEW

From January through May 2026, Bus Line Refresh (BLR) completed the fourth and final engagement phase. The project originated in 2023 as the Bus Line Redesign — a comprehensive, cost-neutral overhaul of Allegheny County's entire bus network. Following three rounds of public engagement and more than 16,000 comments, PRT reoriented the effort into a more targeted update of the bus network through its second draft. The name changed from Bus Line Redesign to Bus Line Refresh to reflect this shift in scope: rather than a wholesale overhaul, the project would focus on keeping transit service that is working, strengthening frequency and reliability on high-demand corridors, increasing off-peak and weekend service, and improving cross-county connections.

The resulting second draft network — the plan under review during this final engagement phase—positioned 99.2% of current riders for access to more frequent, reliable, and better-connected service. During this round of engagement, PRT solicited comments, input, and feedback from stakeholders, communities, and the public, before the network is finalized and presented for the formal public hearing process and PRT Board consideration.

In total BLR engagement efforts yielded more than **2,900 people** who participated in approximately **190 events**, **16,800 surveys** were completed with **21,000 materials** downloaded for a total result of more than **20,000 comments** and **79,000 website** visitors.

WHO WE HEARD FROM

During this round of engagement, PRT activated a broad cross-section of riders, communities, and partners the network serves, through **71 in-person and virtual events**. This specific effort reached more than **1,765 people across Allegheny County**, prioritizing neighborhoods most affected by proposed changes. We heard from riders, bus operators, Amalgamated Transit Union (ATU) Local 85 leadership, stakeholder and partner organizations, elected officials, PRT staff and board members.

Online tools extended that reach further, drawing survey responses from more than **82 zip codes** (out of 127 in Allegheny County) and participants across every age group, with more than **30,000 unique visitors** to the project website during this period.

HOW PEOPLE PARTICIPATED

The project team held **71 events** during this phase, using a mix of formats to reach people across the county. These included public meetings, community meetings with local partners, pop up events at bus stops, operator sessions, and stakeholder briefings. Each approach helped capture input from diverse groups—riders, community members, transit staff, and decision-makers.

Online tools like surveys and an interactive map made it easy for people to participate remotely on their own time; and a trip preview feature on Transit App allowed riders to view how proposed changes would affect their trips.

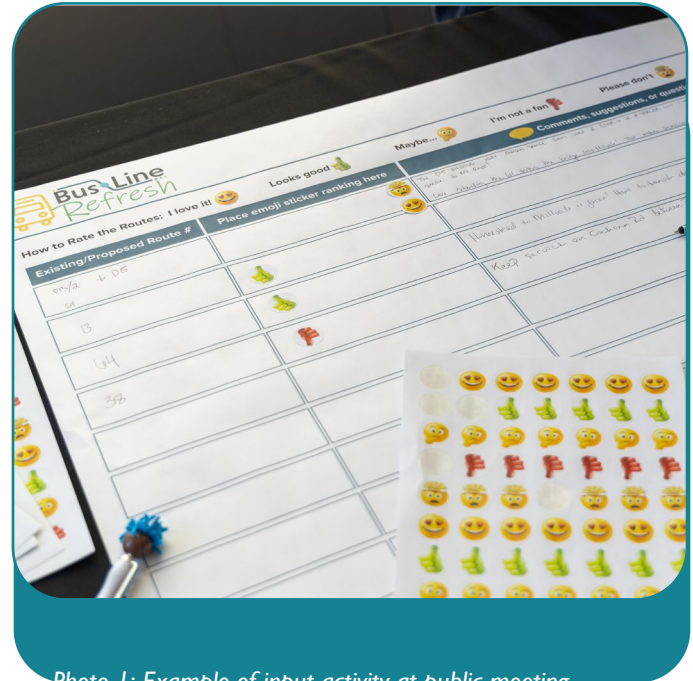


Photo 1: Example of input activity at public meeting

BIG PICTURE – WHAT WE HEARD

A key question in this final engagement phase was whether the proposed network would still support the trips people rely on today while improving connections across the region. The response to the second draft was encouraging. At in-person events — where a larger volume of comments was collected than in Phase 3 — roughly half of the feedback was positive, a meaningful result for a draft of this scale and a sign that the second draft got a great deal right. When the broader survey responses are included, support comes through more clearly still: **every proposed new route and most modified routes drew net-positive feedback.**

Many riders supported the changes, especially new crosstown routes like the N34 across the South Hills, better service to Oakland such as the O9 from the North Hills, and more evening and weekend service such as on the D78/N78 and the P3. As is typical when a network is reshaped, some riders also raised concerns — most often where a trip would shift from direct to a transfer, or where alternative routes may feel less convenient in practice, whether through longer walks, later start times, or less frequent service. These concerns were focused on a small number of corridors — particularly the Mount Royal corridor through Shaler Township, as well as corridors through North

Versailles and East McKeesport, and Penn Hills — which drew the most feedback and the lowest levels of support.

The nature of the feedback also varied by how people shared it. Online and email comments tended to focus on specific route-level changes, while participants at meetings and pop-up events raised a wider range of topics, including service frequency, access, and connections.

Taken together, **the feedback points to support for the overall direction of the network and for most of its proposed changes** — clearly for the new routes, and for most of the modified routes. Where riders expressed more hesitation, it was generally tied to a handful of corridors and to specific trade-offs. These areas will benefit from a closer look before the plan advances to formal public comment, but they represent a focused set of refinements rather than a reconsideration of the network's direction.

WHAT COMES NEXT

With this final phase of engagement complete, the project team will analyze the full body of input collected across all channels to develop a proposed network. The team will determine how best to address and incorporate public feedback, within PRT's budget constraints. Given that the project is cost-neutral, there will be concepts PRT cannot afford to include, and those will be added to the +20% proposal that represents the additional actions PRT will take if additional funding becomes available soon. PRT will actively pursue additional funding sources to make as many of these actions a reality. The proposed network will be released for formal public comment through the public hearing process planned for summer 2026 — a required step under PRT policy and federal guidelines for major service changes. The formal public hearing process will allow riders, stakeholders, and community members to formally provide comments on the recommended network before the network is finalized. Following the public hearing process, the proposed network will be presented to the PRT Board of Directors for consideration and approval, with implementation expected to take place in 2027.

Figure 1: What Comes Next Timeline



ENGAGEMENT PROCESS

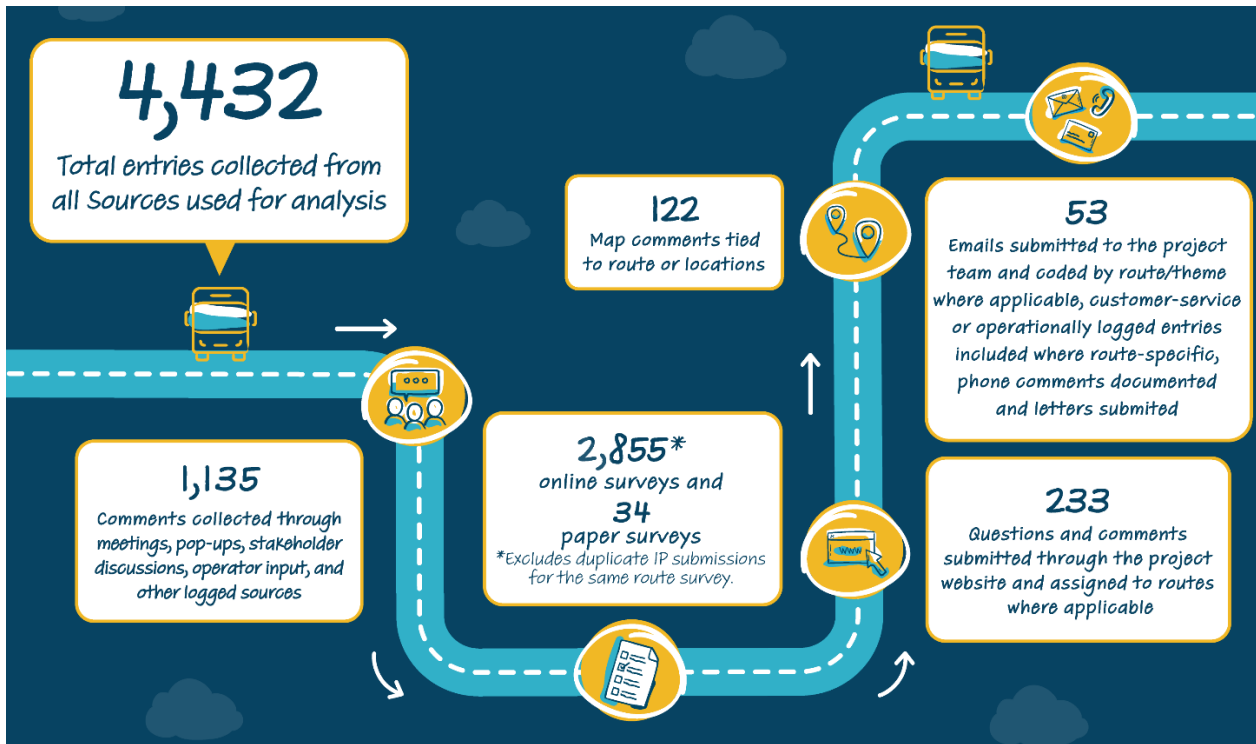
STRATEGY & GOALS

PRT designed the final phase of engagement to test whether the second draft network met the majority of rider needs. The goal was to clarify the trade-offs the proposal involved and collect targeted input to guide refinement before it moves to the formal public hearing and board review process. This set the round apart from earlier phases, which introduced new concepts and gathered broad directional feedback. Running from January through May 2026, this round was narrower and more confirmatory. Rather than weighing in on ideas, riders and stakeholders were asked to react to a more fully developed proposal and tell PRT whether it reflected their priorities.

INPUT CHANNELS

This phase used a deliberate mix of engagement formats to reach riders, operators, partners, and community members across Allegheny County, providing nearly **4,500 comments**, allowing riders to engage on their own terms and at their own pace.

Figure 2: Input Count Summary



Note: open-comment entries from surveys total 5,315, as each survey included multiple open-comment questions per respondent.

Figure 3: Meetings, Workshops, and Events



DIGITAL TOOLS

A robust project website supported all these efforts, offering route-specific **surveys**, an interactive network **map**, a **Q&A** feature, and a **Find My Route** feature that distinguished existing versus proposed service information, and trip planning feature on the PA **Transit App**. Available March through early May, Transit App allowed riders to see exactly how proposed changes would affect their own trips and directed them to the most relevant route survey.

Social media, email, phone, and Customer Service were also available to ensure no rider was without a way to provide input. PRT utilized its existing social media platforms to create awareness, advertise scheduled meetings and pop-up events, promote route surveys, and solicit public comment. PRT also shared a social media toolkit with stakeholder organizations and community groups to extend reach and encourage their networks to engage with the proposal. The project team fielded project-specific emails while PRT Customer Service responded to phone calls.

EQUITABLE ENGAGEMENT APPROACH

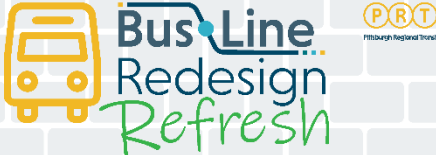
PRT's Transit Need Index, described in previous Bus Line Refresh reports, identifies the top 25% of Allegheny County communities with the greatest reliance on public transit as Priority Equity Communities. For Phase 4, the project team applied this framework alongside two additional criteria — significant ridership and significant proposed service changes — to plan an engagement effort that was accessible, meaningful, and equitable, meeting people where they are. More details on PRT's equitable engagement approach are included in the Bus Line Refresh Phase 4 Equity Memo (Appendix D).

Phase 4 deliberately concentrated in-person outreach in Priority Equity Communities and communities most affected by proposed changes. Locations of pop-ups and community meetings held are shown on the map below. These locations were selected because they combine high mobility need with substantial proposed route changes, ensuring residents with the most at stake had direct, in-person access to the project team.



Language and accessibility support were built into the engagement series. American Sign Language interpretation was provided at all PRT-hosted public meetings. Spanish interpretation was provided at all PRT-hosted public meetings, airport virtual meeting, and Downtown pop-ups as locations in communities with significant Spanish-speaking populations. Printed materials, such as route sheets and project fact sheets, were translated into Spanish and the project website offered language translation and screen-reader compatibility.

Rutas Familiares, Mejores Conexiones
Aporte su opinión en la próxima reunión pública



¡PRT presentará el borrador de la red renovada de líneas de autobús para recopilar sus opiniones!



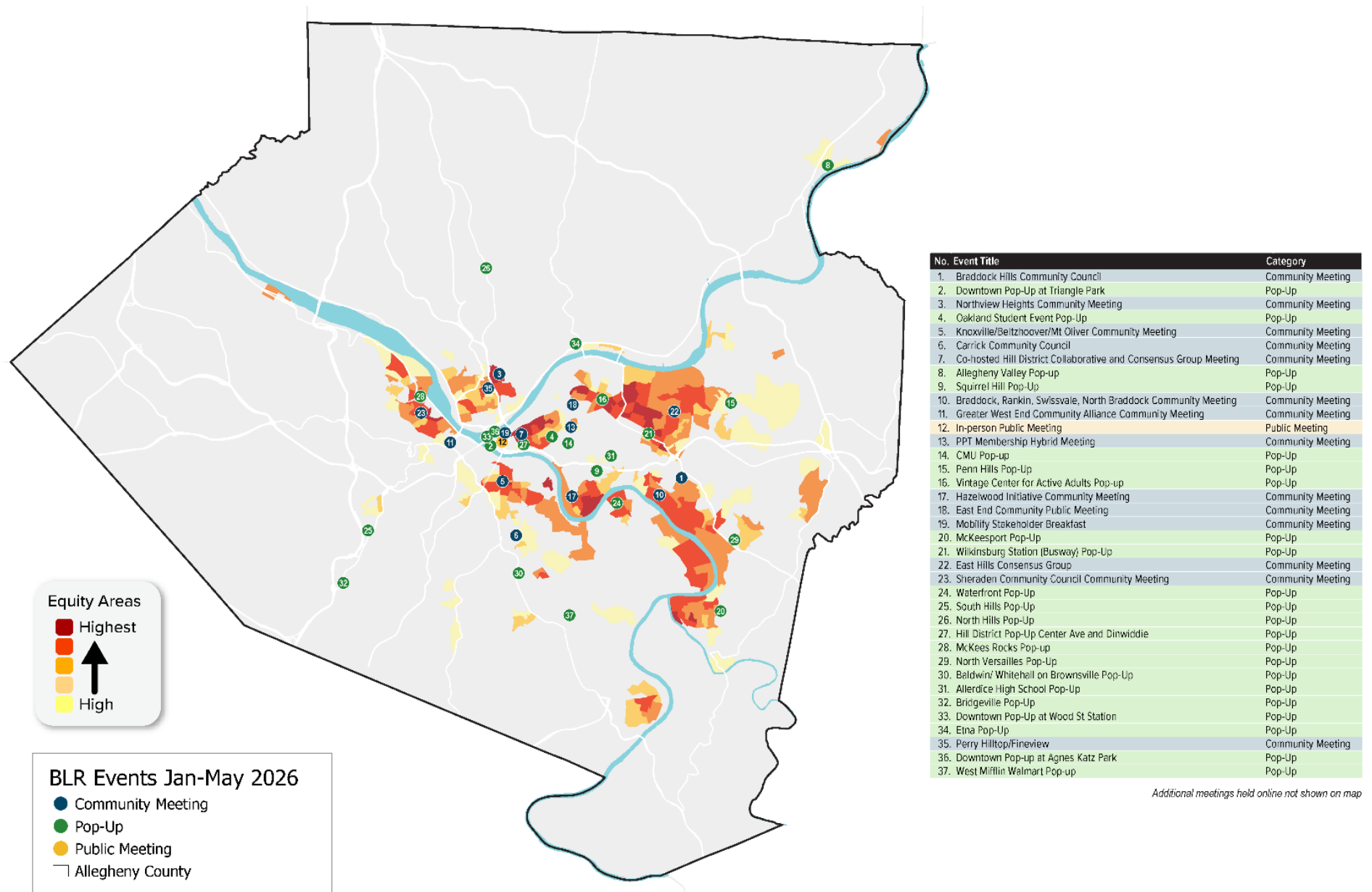
**ABRIL
7**

5:00pm - 7:00pm
August Wilson Center
980 Liberty Ave, Pittsburgh, PA 15222
Formato de jornada de puertas abiertas con una presentación a las 17:30 h. 5:30 pm

Más información en BusLineRefresh.com

Figure 4: Example of Spanish social media advertisement

Figure 5: Map of Meetings & Events held during Phase 4



Note: Virtual and non-geographically specific meetings are not mapped; full event list in Appendix A

STAKEHOLDER MEETINGS

Stakeholder engagement built on relationships established across prior rounds, focusing on targeted, final input on the second draft network — asking whether the refined proposal addressed concerns raised throughout the process and whether stakeholders could support the tradeoffs it reflects. Through individual briefings, group sessions, and in-person meetings, PRT engaged a broad cross-section of institutional, community, and operational voices, ensuring the perspectives shaping the final network went well beyond the public comment process alone.

STEERING COMMITTEE

The Steering Committee, comprising public-sector partners working in transit, mobility, land use, and housing, met on February 17, 2026, at the Heinz Board Room with approximately 20 participants. The group reviewed the second draft network, including the updated route naming and numbering structure, key service changes by geography, and the tools available to help riders understand proposed impacts. Members also discussed how stakeholder organizations could promote the engagement opportunity through their networks, direct riders to the project website and route surveys, and identify communities or corridors needing additional outreach attention.

ELECTED OFFICIALS

PRT conducted targeted briefings with elected officials, municipal representatives, and public-sector partners to ensure decision-makers understood the second draft network and could share accurate information with constituents. This included the Allegheny County Delegation Meeting, County Executive Briefing, Elected Officials Briefing, Pittsburgh Department of City Planning presentation, and meetings with Regional Councils of Governments and municipal committees. PRT staff also facilitated several one-on-one meetings and calls with officials to discuss changes specific to their districts.

PRT treated the engagement calendar as a responsive plan rather than a fixed schedule. As community leaders and elected officials reviewed the second draft network and raised concerns specific to their communities, several asked PRT to bring the proposal directly to their residents and

Figure 6: List of requested meetings & subsequent pop-ups



governing bodies. PRT honored each of these requests, adding eight engagement opportunities beyond those in the core engagement plan.

Three were briefings before regional governing bodies and a municipal committee that invited PRT to present: the South Hills Council of Governments (March 19), the Turtle Creek Valley Council of Governments (March 26), and the Shaler Township Public Safety Committee (May 26). The remaining five were pop-up events placed in the communities those leaders represent — in the North Hills, Bridgeville, Etna, Manchester, and West Mifflin — giving residents direct, in-person access to the project team and route-specific information.

These additions reflect a deliberate commitment to responsive engagement: when local decision-makers identified a community that warranted closer attention, PRT adjusted its outreach to meet that need. A complete list of meetings is available in [Appendix A](#).



Key Themes from Feedback

Discussions covered proposed routing changes, discontinued routes, frequency and span, and community impacts. Feedback centered on the following themes:

- Analyzing impacts to specific communities
- Providing clear public-facing explanations of tradeoffs
- Ensuring riders understand proposed alternatives before the public hearing process
- Identifying where additional communications support or targeted follow-up may be needed.

STAKEHOLDER ADVISORY GROUP

The Stakeholder Advisory Group (SAG) — a standing body of representatives from municipalities, transit advocates, major employers, housing authorities, economic development agencies, educational institutions, and regional planning bodies — serves as the project's sounding board and extends engagement into members' own networks. Sixty-six people attended the fourth SAG meeting, held via Zoom on February 26, 2026.

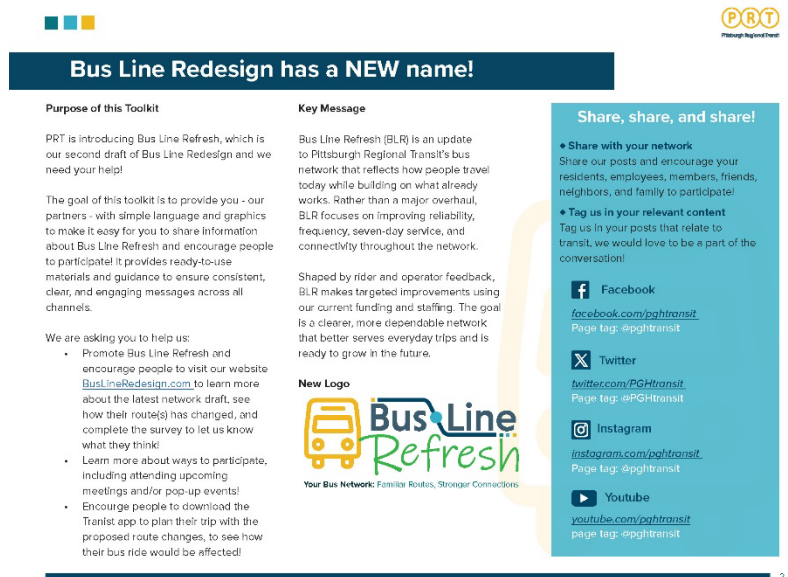


Figure 7: Page from the Stakeholder Media Toolkit

After a walkthrough of the second draft network, the open discussion reflected the breadth of interests at the table:

- **Pittsburgh Public Schools** — Stakeholders requested mapping of proposed routes against current and planned school locations amid PPS consolidation; the team committed to updating materials if and when closure information becomes available.
- **Food access** — The Food Policy Council called transportation the greatest barrier to food access in our region; the team committed to mapping proposed routes against grocery stores and food pantries.
- **The nighttime economy** — Stakeholders questioned how the network serves night-shift workers; the team pointed to the second draft's expanded seven-day service and encouraged direct feedback.
- **Reaching nonriders** — Stakeholders urged outreach in communities gaining new connections where people don't yet ride; the team described plans to work through community events and local institutions which resulted in 14 pop-ups or attendance at community meetings.
- **Higher education** — Stakeholders pushed for student engagement before the academic year ended; March campus events were facilitated with students from Pitt, CMU and Carlow both at the Pitt student union and at the main bus stop near CMU at Forbes and Morewood.
- **Route specifics** — Discussion included the proposed changes to the P68 in Braddock Hills, the D14's new connection to the North Side and CCAC, plans to split longer routes, and how frequent service would be maintained on those corridors.

FOCUSED STAKEHOLDER DISCUSSIONS

Beyond the SAG, PRT held focused discussions with community partners, regional institutions, employers, transit advocates, and accessibility stakeholders. This included Carnegie Mellon University, University of Pittsburgh, Dept of Mobility & Infrastructure, Pittsburgh Downtown Partnership, Pittsburghers for Public Transit, Mobilify, University of Pittsburgh Medical Center, Allegheny Health Network, La Roche University, Heritage, and the Airport Corridor Transportation Association. A complete list of meetings is available in Appendix A.

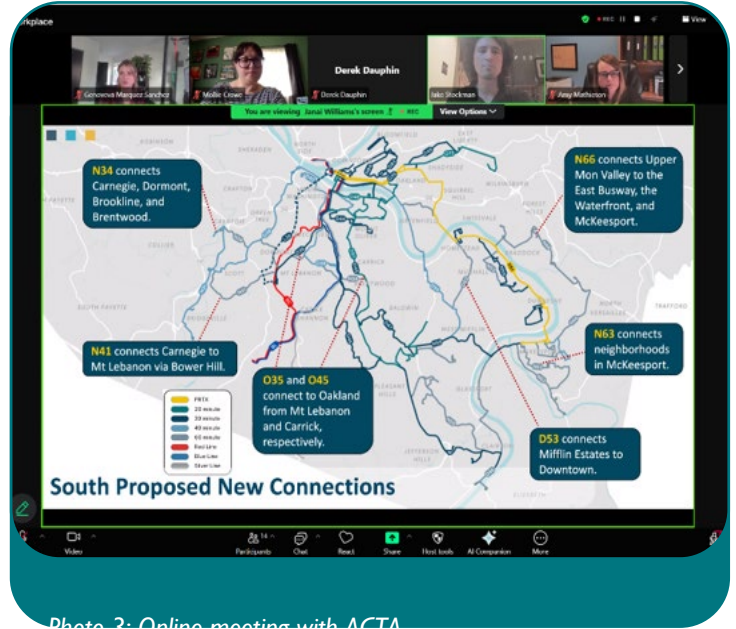


Photo 3: Online meeting with ACTA

Because each group brought deep knowledge of a specific geography, rider population, or service issue, these conversations produced some of the most actionable input of the phase:

- **Airport Corridor Transportation Association (ACTA)** — retaining 30-minute peak headways from the Moon Park-and-Ride, Coraopolis and Moon Township connections, and service windows for shift workers
- **Downtown Pittsburgh Partnership** — second-shift service to the Alle-Kiski Valley and how splitting the airport route affects West Busway commuters.
- **Mobilify Southwest Pennsylvania** — equity in network design, Strip District stop amenities, elevating busway routes in the naming hierarchy, and commuter flyer service as return-to-office grows.
- **Oakland mobility partners** — layover placement and the service gap between Hazelwood Green and Oakland.
- **Penn Hills stakeholders** — connections to the Penn Hills Shopping Center, grocery access on discontinued corridors, and ridership-impact data to answer constituent questions.
- **Pittsburghers for Public Transit** — earlier morning service, transfer costs for cash-paying riders, maintain existing bus route names to the greatest extent possible, and how existing reliability and crowding issues would carry into the new network.

OPERATOR INPUT SESSIONS

PRT held focused input sessions with bus operators at all four garages — Collier, East Liberty, West Mifflin, and Ross — collecting **151 comments** from operators, instructors, and management and making the garage sessions one of the highest-volume structured feedback channels. Operators bring firsthand knowledge that doesn't show up in data alone — where riders want to go, which segments run long, where crowding is chronic — and their feedback was substantive and candid.



Key Themes from Feedback

- **Alignment and routing changes** — detailed observations about specific corridors, including the X28 routing through the East End and operationally challenging segments
- **Busway stop restrictions** — a clear split between operators who felt lifting restrictions would reduce rider conflicts and simplify boarding, and those concerned would add crowding to already-busy routes
- **Reliability and run time** — routes prone to running late and the need for adequate layover and recovery time on long runs to protect on-time performance
- **Layover locations and restroom access** — raised consistently as operational priorities affecting both service quality and operator wellbeing

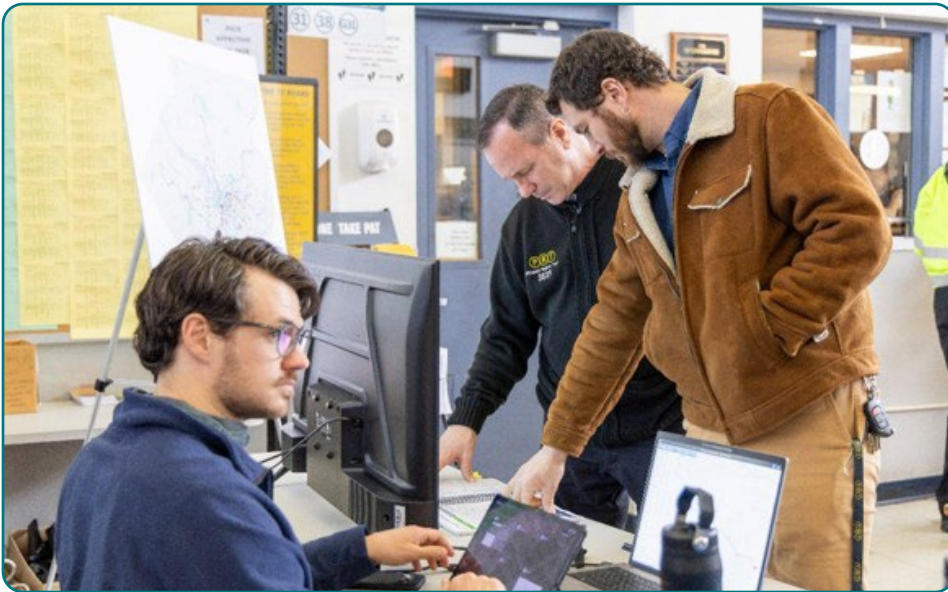


Photo 5: Operators give input at an Operator Input Session

“As a former operator and a resident of the east side for over 20 years, I believe having busses that connect Penn Hills to Monroeville and the Top of Garfield directly downtown is a great idea.”

→ Christian Shannon,
Service Development Associate

“This is going to help people connect to places they couldn't get to directly before, such as the improved routing on the 28X, the N63 in McKeesport, the N72 in Penn Hills, and the N3 up in Natrona, and the O45 from Brentwood to Oakland. Nobody likes change, but I think this is going to be good change.”

→ Kevin Motta, Instructor

“I think these changes would help grow ridership, which would help PRT keep service and operators. I'd like to see some of this implemented to show the benefits.”

→ Rashad Roberts, Bus Operator

“This would be transformative to the community because it will increase access throughout the network, for example, the N34 route would connect across the South Hills, connecting several communities directly for the first time, and providing better connection to the light-rail, the West Busway, and to the airport route by transferring at Carnegie Station.”

→ Jeffrey Ross, Bus Operator



Photo 4: Operators give input at an Operator Input Session

Operators were equally direct about what works. The splitting of long routes, including the 59 and the 1, was widely welcomed as better for on-time performance and operator health. New connections such as the O45, N63, and N64 drew enthusiastic responses — as one operator put it about the N63, ***“You're looking out for the little guy. I respect that”*** and the new PRTX Downtown circulation was noted as ***significantly safer and smoother than current operations.***

REGIONAL BOARDS, COMMITTEES, AND TRANSIT PROVIDERS

Technical coordination ran on two tracks: internal review through the project's Technical Advisory Group (TAG) and external review with public-sector partners, including transit committees and other transit providers.

The TAG — PRT subject matter experts from network design, operations, communications, customer-facing support, and implementation — met four times during the development of the second network draft. The specific workshop to discuss engagement was held on January 8, 2026, ahead of the engagement launch, to review the technical and operational assumptions behind the second draft and confirm the materials, tools, and internal coordination needed for the final round. That input shaped the route-specific information, FAQs, and public-facing explanations used across the website, printed materials, and engagement events. Internal preparation also extended to Customer Service, with five training sessions in February 2026 readying representatives to answer rider questions and serve as a resource for the public throughout the engagement period.

The external track included a technical review workshop with the City's Department of Mobility and Infrastructure (DOMI) on May 4, 2026, which walked through the proposed network corridor by corridor and generated more than 40 specific action items. The workshop identified locations where new bus routings will require street modifications such as signage, pavement marking, and signal adjustments; flagged corridors needing further operational design work; identified opportunities to align the new network with planned City street investments; and confirmed coordination items the network design must account for, including construction projects and bridge closures affecting proposed routings.

PRT also met with transit committees, councils, and regional providers to gather input on how the network integrates with the broader regional system and serves riders who connect across provider boundaries. This included ACTA, Heritage, CAT, SPC Regional Transit Operators Committee along with others.



Key Themes from Feedback:

- The **N84** was a huge success, as well as the O81 route, because they are retaining connections to Downtown, South Side and Oakland to the Hill, as well as creating new connections to the Strip, Mercy Hospital, and Lawrenceville Shopping
- The **71A, 71D, and 61D** no longer connect to Uptown and Downtown
- There is a disproportionate impact on riders in areas lacking sidewalk infrastructure
- A desire to maintain **Route 2** Mount Royal connection to jobs in the North Hills
- Support for lifting stop restrictions on the airport route

PUBLIC MEETINGS & EVENTS

Phase 4 was designed to be targeted and efficient. Rather than maximizing event volume, the team prioritized meaningful outreach — focusing on Priority Equity Communities, areas with significant route revisions or new service, communities underrepresented in earlier rounds, and locations that balanced geographic coverage across the County. Prior feedback had also made clear that riders needed better tools to understand how proposed changes would affect their own trips; in response, PRT updated the Find My Route feature and introduced Transit App trip preview, giving riders a way to explore the proposal directly before submitting feedback.

As Figure 5 on page 11 shows, in-person events were concentrated where proposed changes were most significant and transit need is highest. Virtual and non-geographically specific meetings were not mapped and a full event list is included in Appendix A.



Photo 9: Pop-up event held in Oakland



Photo 8: Community meeting held in Hazelwood



Photo 6: Pop-up event held Downtown



Photo 7: Public meeting held at the August Wilson Center

PUBLIC MEETINGS

PRT hosted **two public meetings**: an in-person open house at the August Wilson Center on April 7, 2026, and an online Zoom meeting on May 6, 2026. Both featured the same presentation on project goals, the second draft network by region, and upcoming engagement opportunities, followed by open discussion. ASL interpretation was available at both; the in-person event added Spanish translation and staffed discussion stations with the Remix map and Transit App preview.



Photo 10: BLR public meeting held at the August Wilson Center

COMMUNITY MEETINGS

The project team also attended and presented the second draft network at **15 community meetings** hosted by local organizations and stakeholder groups, prioritizing those serving underrepresented populations, communities with significant proposed changes, or groups that requested a presentation. The meetings were geographically spread throughout the service area and were an opportunity for PRT to meet the community where they were. More than 380 people attended, providing over 160 comments specific to each community's changes.

POP-UPS

PRT held **22 geographically focused pop-ups** at bus stops, transit stations, community centers, and events across the County — from Allegheny Valley and Penn Hills to McKees Rocks, South Hills, and Bridgeville — with targeted outreach to students in Oakland and seniors at the Vintage Center. Staff brought area-specific materials and canvassed nearby to gather input, and reviewed comments at the one- and two-month marks to redirect remaining events toward gaps in reach. Pop-ups captured what other channels miss: in-the-moment reactions from riders who hadn't sought out the project, producing specific, personal feedback on routing and destination access grounded in daily transit experience.



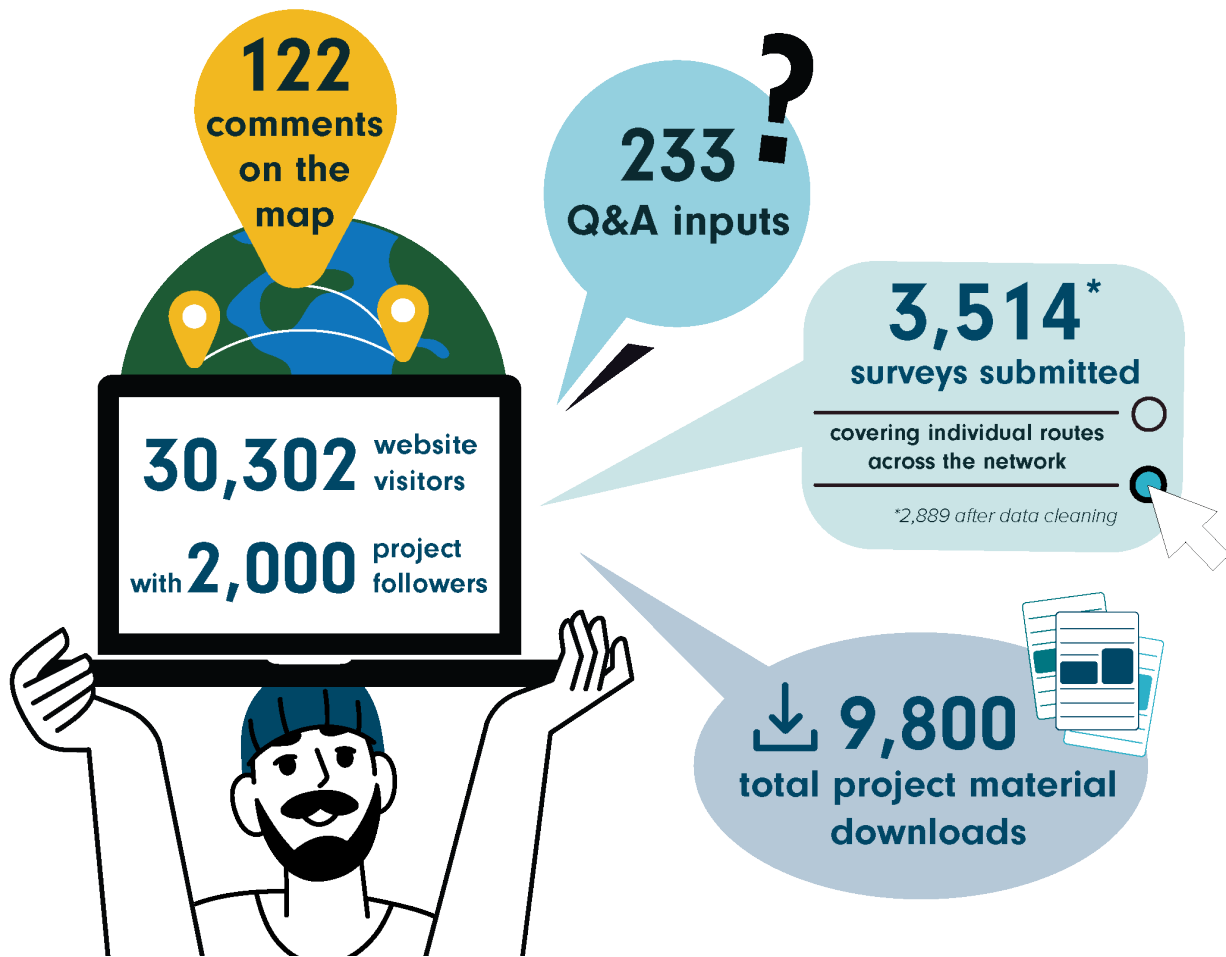
Photo 11: Pop-up event held at a bus stop in McKees Rocks

PROJECT WEBSITE & DIGITAL TOOLS

WEBSITE OVERVIEW

The project website served a dual role — communicating the second draft network and collecting structured input. Building on prior rounds, the team emphasized helping riders find the right tools before commenting: the Find My Route lookup, individual route profile pages, an interactive network map, and route-specific surveys were all promoted through pop-ups, community meetings, and partner organizations so riders could navigate directly to information relevant to their own travel.

Figure 8: Digital Input Count Summary



FIND MY ROUTE TOOL

The Find My Route tool let riders look up their current route number and go directly to the corresponding proposed route page, where they could review changes with a slider map showing existing versus proposed, and complete the route survey in one step. Nearly all route surveys were accessed this way, making it the website's primary entry point for structured input — connecting riders' familiarity with their current route to the proposed network and lowering the barrier between learning about a change and commenting on it. The interactive system map and Explore by Region pages (including a dedicated Community Circulators section) offered additional entry points depending on how riders preferred to engage. The Find My Route page received **14,600 visits**, leading to **3,400 route survey completions**.

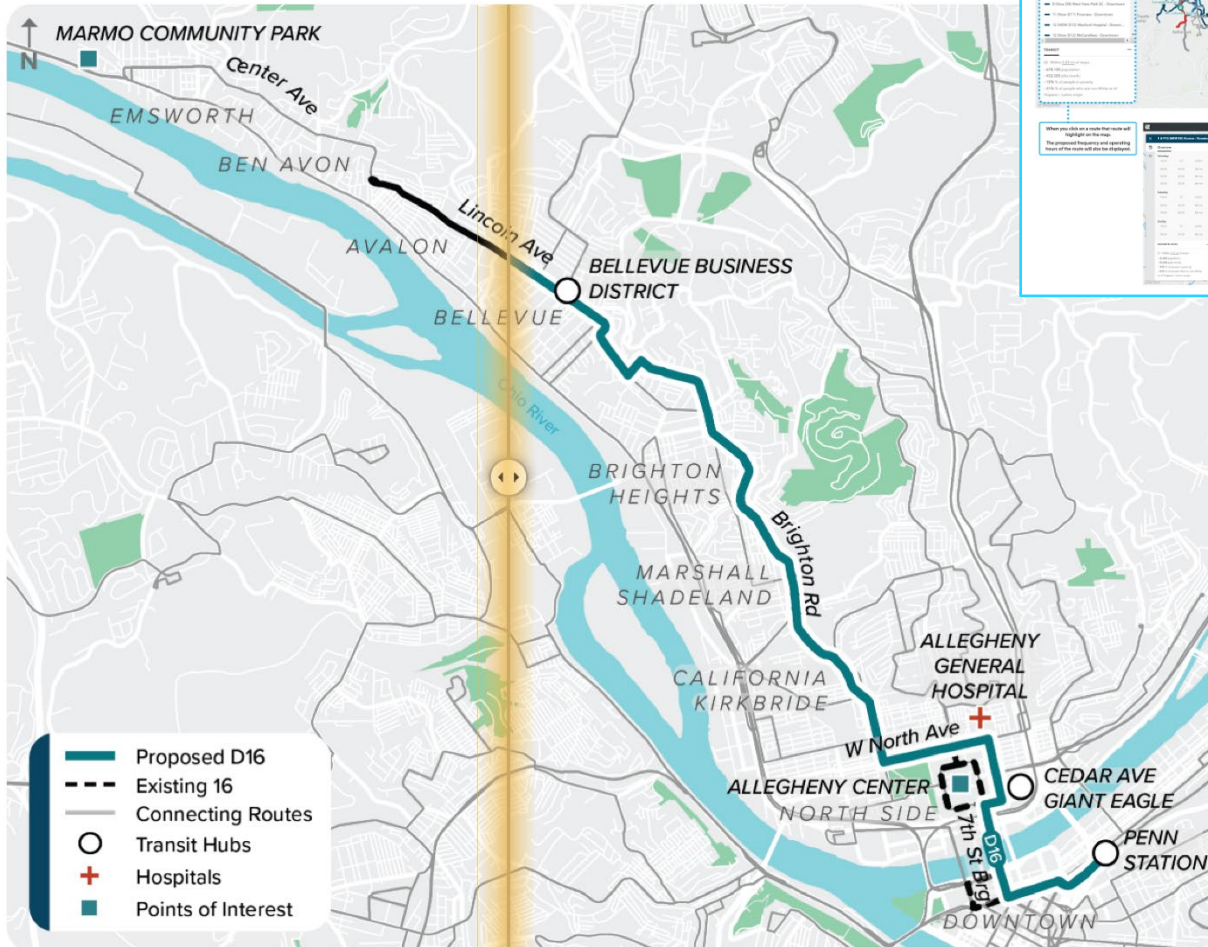
Figure 9: Screenshot of a Find My Route map page on the BLR website



Existing: Route 16 Brighton

Proposed: Route D16 Emsworth via Brighton RD

Route 16 is proposed to become Route D16. This route would be extended farther west to serve Ben Avon and Emsworth.



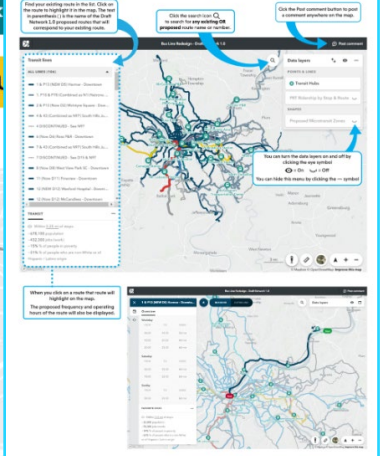
Move to the slider on the map to the right to view the current route and to the left to view the proposed route.

Modified Route

20-minute peak

HIGH FREQ

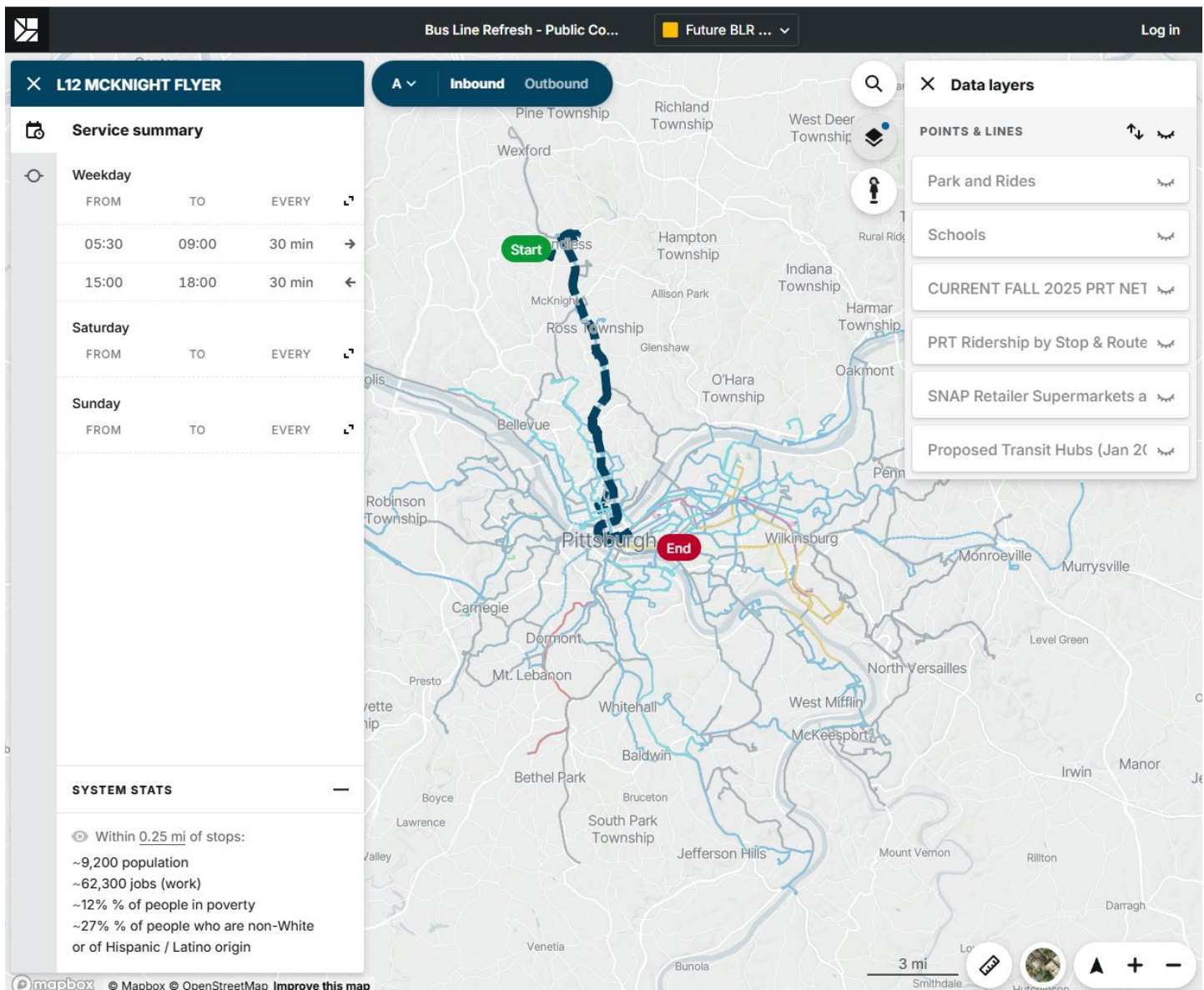
How to use the map:



REMIX INTERACTIVE MAP

The Remix interactive map allowed visitors to explore the current vs. draft network, zoom in and out on the map, click on specific routes to view service details, and add comments directly pinned to specific routes or locations. There were also many data layers the public could turn on and off such as ridership data, the existing routes, and school locations. This made it especially useful for capturing place-based concerns that don't surface as clearly through surveys. This tool collected **122 comments** across the entire network.

Figure 10: Screenshot of the Remix Interactive Map Tool



TRANSIT APP TRIP PREVIEW

Transit App is a mobile app that is widely used by current PRT riders, which provides real-time information for service. For network redesign projects, the app can be used as a preview tool, where it simulates a rider's trip schedule timing, duration, location of transfers and routing under a proposed system. This allowed people to compare their current trip with potential future changes and share feedback.

PRT deployed the Transit App preview tool March 8 through May 14, 2026, which provided the trip preview tool along with a link to the BLR website for people to complete route-based surveys. Because Transit App is already in daily use by PRT riders, the campaign reached a large opt-in audience: an in-app home-screen banner and two push notifications reached roughly 75,000 to 104,000 app users across the three messages, of whom about 10–13% tapped through to learn more. **Riders enabled the preview 11,557 times and planned 2,229,287 trips within Preview mode,** comparing a current trip against its proposed equivalent.

This tool made the proposal more concrete and gave riders a clear, personalized way to understand how their own daily travel might change, broadening the reach to riders who might not engage through other channels. These figures describe how widely the tool was seen and used rather than how many distinct people used it — trip plans are planning actions, not unique riders, the anonymized data cannot be tied to individual accounts, and a smaller number of frequent users may account for a disproportionate share of the total. The preview's role was to help riders understand the proposed changes and route them to the relevant route survey, where their feedback could be captured.

Figure 11: Social media ad showing the Transit App tool

Explore the refreshed bus routes before MAY 11

Check out how Bus Line Refresh could influence your daily travel.

Use the Transit App to preview the proposed routes and plan your trip.

transit Download the Transit App Available on iPhone and Android

Learn more at **BusLineRefresh.com**

WHAT WE HEARD

More than **1,500 logged comments**, alongside nearly **2,900 survey responses**, were drawn from riders, community members, stakeholders, elected officials, and operators. Reviewed together, these sources provide a comprehensive read on how the second draft network was received — both in overall sentiment and in the specific features driving support and concern. Roughly half of all feedback collected was positive, with that support centered on retaining the service that works well today, increasing frequency, and expanding new connections.

Overall Impressions of Bus Line Refresh

The second draft network is on the right track — roughly half feedback was positive, but specific refinements are needed before it advances to the formal public hearing process. Riders and community members across Allegheny County engaged seriously with the proposal. The concerns they raised were concentrated and consistent — not objections to the network's overall direction, but practical questions about whether specific changes will work for the people who depend on transit most. Where support appeared, it pointed to the same conclusion — that the network's direction is sound, even where individual changes need another look.

Support was genuine and widespread. Participants recognized the value of stronger crosstown connections, improved access to Oakland and other major destinations, increase frequency, expand capacity of the busways by lifting stop restrictions, and better evening and weekend service. Where the network adds frequency, fills gaps, and opens new connections, riders responded positively.

Concerns were real but specific. Feedback was strongest where proposed changes affect the trip someone relies on today — particularly where a direct route is discontinued, a transfer is added, or a stop requires a longer walk. These are not objections to the network's direction; they are practical questions about whether the changes will work for the people who depend on transit most.

The path forward is clear. As PRT refines the network, the priority areas are strengthening alternatives for discontinued routes, reducing unnecessary transfer burdens, and ensuring stop access is realistic for riders without good pedestrian options nearby. Clear, personal communication will also be essential — riders want to know exactly what is changing, and whether service will be available when they need it. The depth and consistency of feedback collected during Phase 4 gives PRT exactly what it needs to make those refinements with confidence.

COMMENT THEMES

To identify patterns across all comments received via all open comments provided on surveys and at in-person events, the comments were tagged by theme, sub-theme, route, and sentiment — allowing the team to rank topics by volume and track how feelings varied across issues. Because each survey included multiple open-comment questions, the total number of open-comment entries (5,315) exceeds the number of individual survey respondents (2,889).

Across more than **6,850* coded theme records, a handful of themes** dominated network-related feedback. Together they show a public that engaged with the redesign on practical terms — how routes are drawn, what destinations they reach, and whether service will be frequent, walkable, and dependable enough to count on.

**Coded theme records reflect qualitative feedback received across engagement sources, including survey open comments, meeting and event comment logs, calls, emails, letters, Q&A submissions, and online mapping/comment tools. Additional information is available in Appendix C.*

Top 5 Themes



Alignment and routing changes (32% of records)

dominated the conversation, accounting for more than a quarter of all network-related comments and skewing more positive than negative — reflecting genuine enthusiasm for new connections alongside concern about lost direct trips and longer travel times.



Access to key destinations (17% of records)

was the second most common theme, with mixed sentiment centered on Downtown, schools, employment, grocery stores, hospitals, and the airport.



Reliability, accessibility, and equity (16% of records)

while lower in volume, carried strongly concern-oriented sentiment — and reliability comments from operators added an implementation dimension, raising questions about run time, layover, and operational feasibility that will matter as the network moves toward deployment.



Discontinued routes (15% of records)

drew the strongest negative response of any theme. When asked whether the proposed replacement service was sufficient, only about 6% of survey respondents said yes.



Frequency (10% of records)

drew closely split reactions — survey responses were modestly favorable, but open-ended comments made clear that riders whose trips depend on short waits or timed transfers remain skeptical. There was widespread support from riders to increase frequency on the busways by lifting stop restrictions. And there was favorable feedback on increased frequency throughout the entire network, with more 20 min or better routes, more 30 min or better routes, and no route having greater than 60 min frequency.

The remaining themes included:

- **Service span (5% of records)** was the outlier on the positive side, with roughly 70% of survey respondents supporting proposed weekday and weekend span improvements.
- **New routes and service gaps (5% of records)** were similarly positive, with riders and operators expressing enthusiasm for new crosstown links, many of which restored service that PRT historically cut, and routes that filled coverage gaps.

The overall direction of the network has genuine public support. The comments support that revisions to the proposed network consider better alternatives where routes are being cut, fewer situations where riders require transfer, and improved walking conditions to reach stops.

ROUTE IMPRESSIONS

Route-specific surveys were used to collect structured input on proposed modified, new, and discontinued routes. Surveys were available on the Bus Line Refresh website, and through a link from TransitApp. Hard copy surveys were available at Vintage Senior Services, Carnegie Libraries throughout the County and for download on the website.

SURVEY RESPONSES

Survey questions were the same for new and modified routes, with the only variation of question on whether the proposed route improved connections to Downtown, Oakland, or other communities (depending on which routes serve those location). Routes proposed for discontinuation used a separate removed-route survey format focused on whether proposed alternative service was sufficient.

A total of **3,548 surveys were received**; however, for route-level analysis, the project team used a **cleaned dataset of 2,889 responses**, excluding duplicate IP submissions from the online survey data.

While the full summary of the survey results is provided in Appendix B, there were some themes that rose to the top.

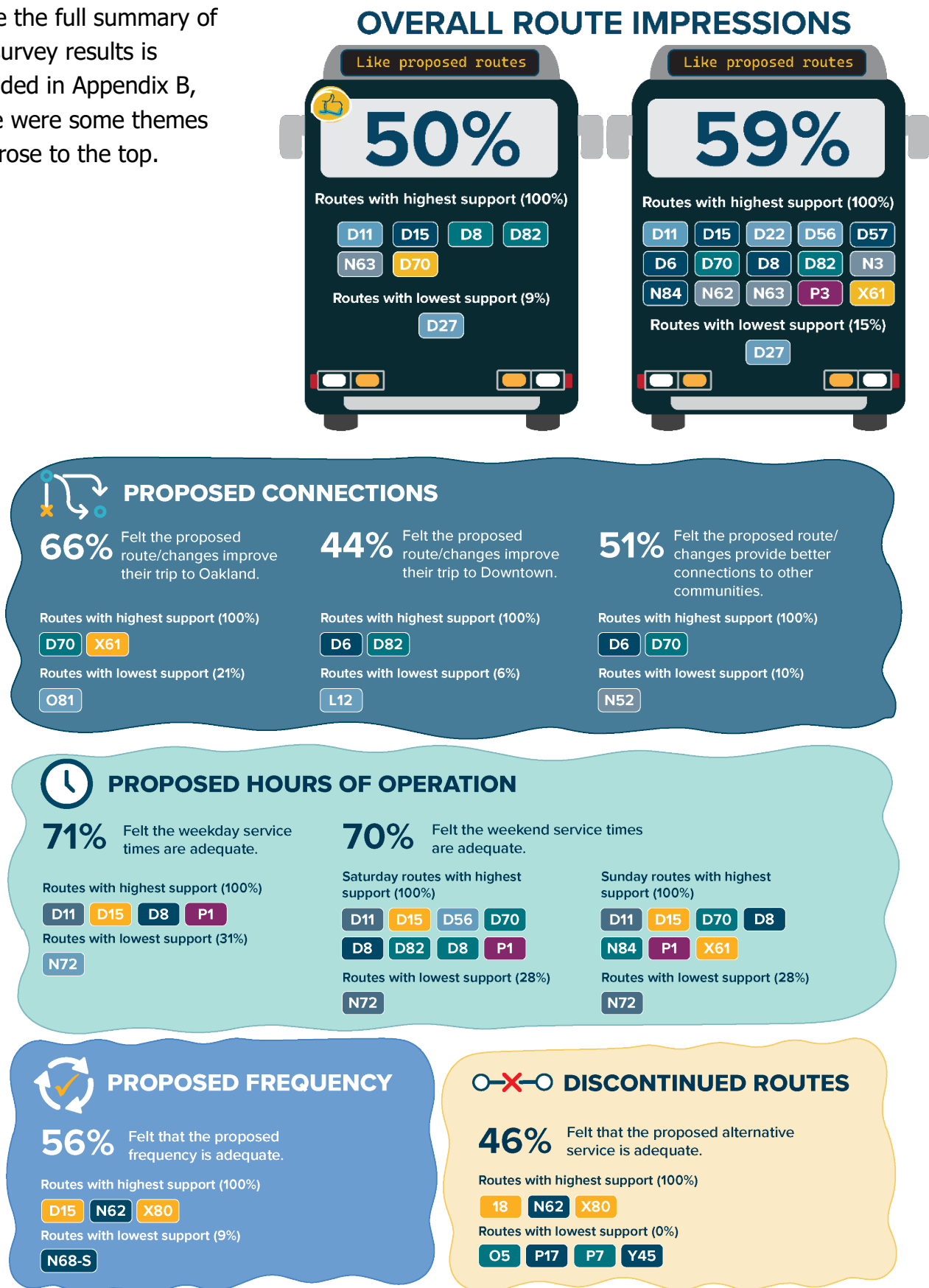


Figure 12: Summary of overall route impressions

ALL SOURCES

The routes with the most feedback were identified by combining input from all sources — surveys, website Q&A, calls, emails, map comments, customer service entries, and more. These totals count tagged input records, not individual people, so one person may appear more than once. High volume on a route can reflect rider concern, organized outreach, or simply how important that route is to a particular community.



The feedback tells a consistent story: riders broadly accept the direction of the redesign but want to know whether specific changes will preserve the trips, destinations, and service levels they depend on today.

The loss of Route 2 stands out as the single greatest source of unresolved concern.

Figure 13: Summary of what we heard for the top 10 routes**Route 2: Discontinued** 700 Comments

Riders, elected officials, and social service providers argued the Mt. Royal corridor has no adequate replacement — particularly for elderly riders, families in supportive housing, and those without sidewalk access to alternative service. Opposition was organized, sustained, and came from multiple directions.

Route N72: New 367 Comments

High enthusiasm for linking Penn Hills to Monroeville Mall for the first time, particularly amongst operators, riders, and staff. Concerns concentrated in Crescent Hills, where residents raised pedestrian safety and street width as barriers to the proposed alignment, and some riders suggested routing via Frankstown instead of Glenfield.

Route X28: Modified 361 Comments

Riders broadly support bypassing Robinson Town Centre for a faster airport trip and serving the shopping destination with other routes, but raised questions about the Oakland and Uptown alignment, busway stop restrictions, and hours of operation, particularly early morning and late-night service.

Route N64: Modified 280 Comments

Strong support for the new crosstown connection linking Millvale to the East End and Waterfront without transferring Downtown. The biggest concerns were about hours of operation (particularly post-8pm service) and frequency on weekends. Stop access and routing questions surfaced in Shadyside, where some riders noted the shift away from Centre Ave affects transfers and hospital access.

Route O54: Modified 231 Comments

Riders largely supported keeping this crosstown connection intact. Main concerns were stop placement on the North Side, Lawrenceville access, and whether frequency would be adequate if the O54 absorbs additional riders from eliminated routes.

Route D58: Modified 202 Comments

The 65 drew a mixed response that reflects a clear trade-off. Riders gaining new neighborhood connections were supportive, while current 65 riders worried about slower trips through Oakland and Uptown and more crowding on alternative routes. Much of that crowding concern came from elderly riders who chose the 65 specifically because it was a quieter route, and who are often unable to stand for the trip. Operators also raised concerns about routing and road conditions.

Route D75: Modified 194 Comments

Moderate support for improved frequency and new connections, alongside concern from current riders who valued the South Side Works terminus and worry the proposed routing makes Morningside trips longer and less direct. Destination access — particularly Waterworks, groceries, and the VA — came up as specific gaps.

Route O35: Modified 171 Comments

Broadly positive response for a new direct South Hills–Oakland connection. Concerns centered on the 41 split, transfer timing, and maintaining access to hospitals and jobs for riders whose trips would require an additional connection.

Route O9: New 163 Comments

Enthusiastic response across riders, operators, and elected officials for providing a one-seat ride between North Hills and Oakland via Millvale. Questions centered on frequency, service after 9pm, and stop access in areas without sidewalks.

Route N1: Modified 142 Comments

Operators support splitting a long route into more manageable segments, with rider concerns focused on lost direct Downtown access off-peak and on weekends, late morning start times, and transfer reliability for workers who can't afford to miss a connection.

Note: route-by-route survey findings are available in detail in Appendix B.

THEMES BY GEOGRAPHIC AREA

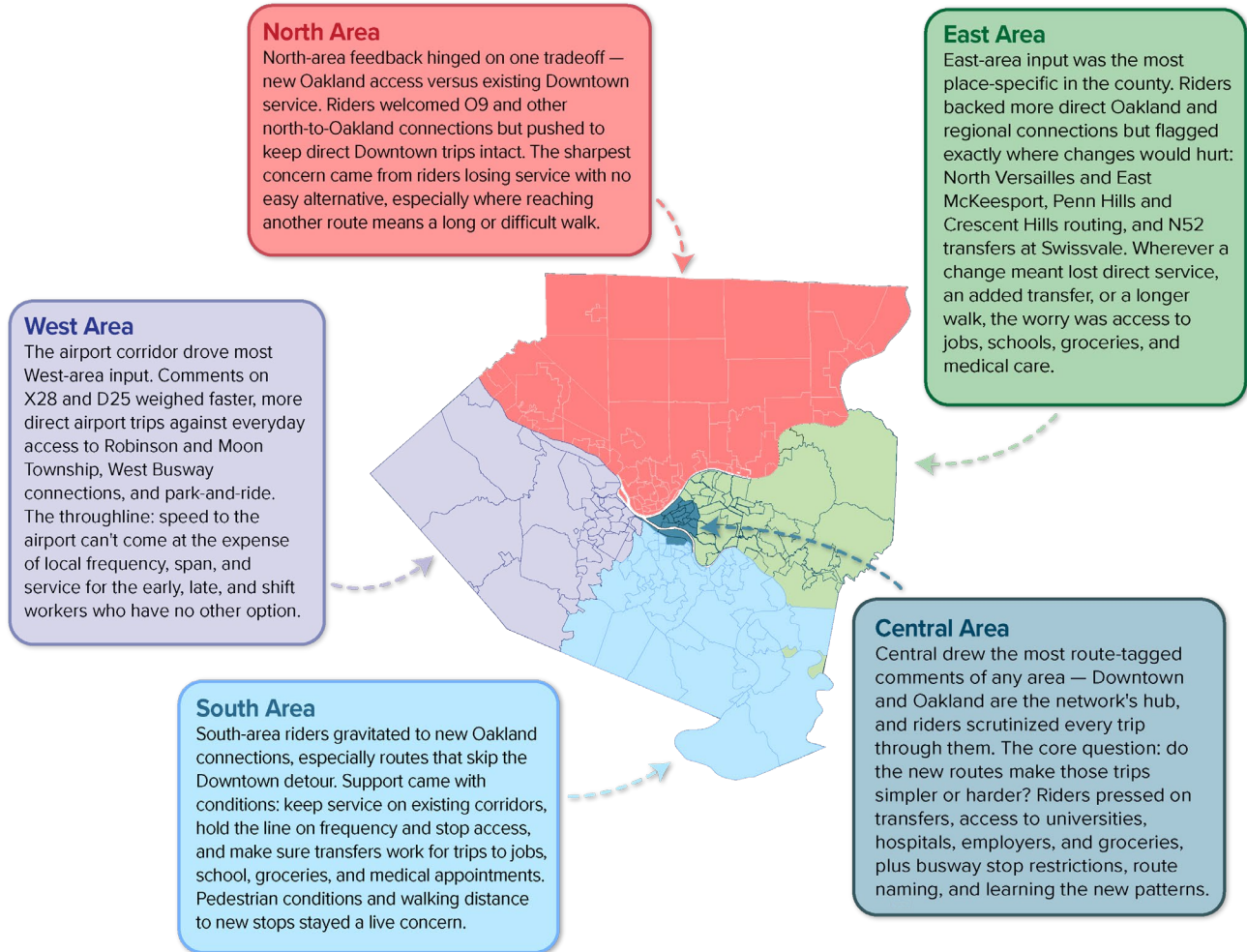
The project team also reviewed input by geography to understand where concerns and support were concentrated across the County. Comments and survey records were grouped by region. Because many proposed routes serve more than one region of the County, some comments may be reflected in more than one region. The graphic below summarizes the strongest themes by region and the communities or corridors where comments were most concentrated.

While each region raised distinct local issues — airport-corridor tradeoffs in the West, transfer points in the East, Downtown access in the North — the underlying concerns were remarkably consistent countywide:



Riders want to keep direct, convenient access to jobs, schools, healthcare, and groceries, and they worry most where changes mean longer walks, added transfers, or weaker alternatives.

The regional pattern suggests refinements should target those specific friction points rather than rethinking the network's overall direction.

Figure 14: Summary of what we heard by geographic area

TRANSITION TO ADOPTION & IMPLEMENTATION

The close of Phase 4 engagement marks the shift from shaping the network to formalizing it. The input gathered through May 2026 does not end with this summary — it carries directly into how the plan is finalized, presented for public hearing, and brought to the Board for adoption.

HOW PHASE 4 INPUT WILL BE USED

The full body of Phase 4 feedback — logged comments, survey responses, and input from riders, stakeholders, operators, and elected officials — is being reviewed in its entirety as PRT finalizes the network ahead of public hearings. This review focuses on the corridors and route changes that drew the most concern, identifying where targeted refinements can address rider needs without compromising the network's overall direction.

PUBLIC HEARING PROCESS

Following internal review and Board committee approval of the public comment period, the proposal enters the formal public hearing process required for service changes of this scale. The public comment period is anticipated to open in mid-August 2026, supported by updated route pages, a revised network map, and online comment tools.

Two public hearings are anticipated in late summer and early fall 2026 — the first in late August and the second in mid-September — held at the Board room and open to riders and stakeholders. The comment period is expected to remain open through the end of September 2026, giving the public multiple ways to participate, whether in person at a hearing or through written and online testimony. All testimony received during this period will be documented and summarized for the Board's consideration.

BOARD APPROVAL & IMPLEMENTATION TIMELINE

After the comment period closes, PRT will summarize the key themes from public testimony — including the volume of comments and the balance of support and concern on major topics — to inform the Board's review. Rather than producing another full draft between the hearings and Board review, the team will focus on understanding what was heard and identifying potential responses to the most significant themes, so the agency is prepared to address them as the Board deliberates.

Board committee review and final Board action are anticipated in October 2026, with formal adoption expected in the fall. Following approval, PRT will move into implementation, with service changes expected to begin in 2027. The agency's implementation roadmap includes agency-wide preparation across scheduling, communications, service delivery, training, and transportation to ensure a coordinated rollout.

Figure 15: Next Steps Timeline

