Bus Line Redesign

Pittsburgh Regional Transit







Draft Network 1.0
Phase 3 Engagement
Summary Published May 2025

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 Redesign project and partnered with PRT to facilitate engagement events, and everyone who provided feedback on the first draft, Draft Network 1.0.

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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EXECUTIVE SUMMARY/ INTRODUCTION

The purpose of the third engagement series of the Bus Line Redesign project was to share the first draft, Draft Network 1.0, with stakeholders, communities, and the public. This was accomplished through a robust series of in-person events and the creation of an interactive project website. The project team created a variety of ways for the public to review, ask questions, and provide input on Draft Network 1.0.

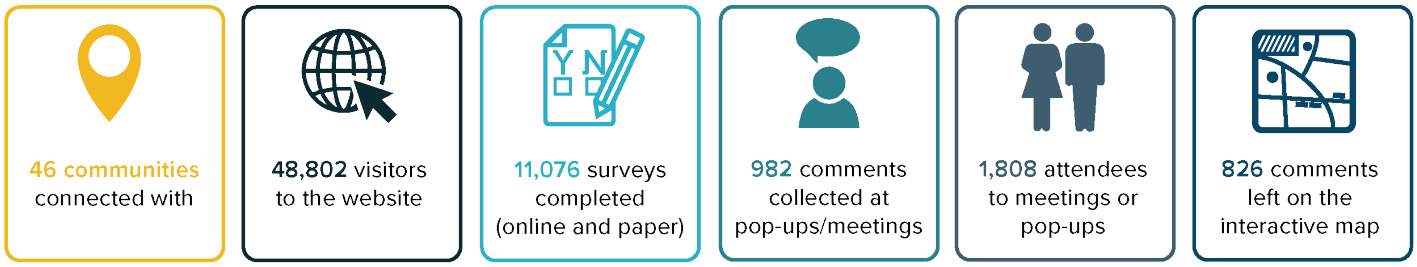
Draft Network 1.0 was designed to connect more Allegheny County residents to more jobs, healthcare facilities, grocery stores, and shopping centers. Additional priorities included additional one-seat rides to Oakland, improved connections between communities with new crosstown routes and transit hubs, and increased frequencies throughout the week and on weekends compared to today's bus network.

From Monday, September 30, 2024, through Monday, February 24, 2025, the project team hosted or participated in 82 engagement events, which is more than double what PRT originally set out to do. PRT adjusted its approach during this engagement series to be responsive to additional community requests.

What We Did



Who We Heard From



What We Heard

Overall Network Themes

After all the input and feedback was collected and analyzed, five main themes emerged:

Route Changes

Commenters are concerned about the loss of current connections, particularly for disadvantaged communities, but are interested in proposed microtransit.

Accessibility and Safety

There are concerns about having to walk further or uphill where there are no sidewalks or safe crossings and a lack of shelters and lighting at stops.

Transfers & Connections

There is a desire for more direct routes between neighborhoods and major hubs without transferring Downtown. There were concerns about increased transfers.

Frequency and Reliability

Commenters emphasized a need for increased frequency to improve reliability and reduce overcrowding. They also expressed a need for more weekend and late service.

Communication

There were suggestions for better communication to riders about route changes including real-time updates through apps and signage and more multilingual signage.

Themes by Geographic Area

PRT's service area covers many neighborhoods and types of geography. Themes differed based upon where people live or work.

North

- Maintain commuter routes to Downtown.
- Interest in direct connection to Oakland.
- Concerns about loss of service in Troy Hill/Spring Garden.
- Interest in transit Hub.

East

- Interest in more direct/faster connections to Downtown.
- Maintain busway connections and frequencies.
- Connections to South Side are important.
- Connections to Hospitals for jobs and elderly should be a priority.

Central

- Maintain connections to Oakland and Downtown.
- New connections to north/south were well liked.

West

- Weekend services needed for jobs and shopping.
- Consider a connection from West Side to North.
- Extending routes on West Busway to Carnegie station will be helpful.

South

- Maintain service on route Y47
- Maintain one seat rides and connections to Downtown.
- No need for connection to South Hills Junction.

Top Routes Mentioned

The following routes received the most comments:

D62: Modified Route 58

Support for a faster, safer route to CMU/Oakland, more direct service without Greenfield loops, and improved access to Swisshelm Park.

Negative feedback was received about reduced access in parts of Greenfield.

D87: Modified Route 87

Support for faster connections and more frequent service.

Negative feedback was received about the proposed routing change that impacted connections on the 87 route.

N94: New Proposed Route

Overwhelming support for the direct connection between Squirrel Hill and Millvale, and more connections via the 40th Street Bridge.

X20: Modified Route 28

Support for faster airport trips, direct East Liberty to airport service, no Downtown transfer needed, and stops at every West Busway station.

Some negative feedback about the loss of service to the Robinson Township commercial area.

P76: Discontinued Route

Participants were opposed to the proposed discontinuation of this route.

44: Discontinued Route

Participants were opposed to the proposed discontinuation of this route.

Key Engagement Themes

PRT's comprehensive and inclusive engagement approach led to positive outcomes by effectively reaching diverse communities, gathering valuable feedback, and identifying key themes to guide improvements for future phases. PRT was able to reach across diverse communities with inclusive, multilingual opportunities for public and stakeholder input. Draft Network 1.0 allowed PRT to suggest new concepts like microtransit and explore public acceptance of increased transfers to allow for more connections between communities. With the significant amount of public input and comments, PRT has valuable information to develop Network 2.0 and closely consider changes that would impact on transit access to schools, directness of service, and span and frequency in communities with high transit need.



WHY IS PRT DOING THIS NOW?

NEXTransit, PRT's long-range plan published in 2021, identified the need for and prioritized a systemwide network plan. The redesigned bus network should:

- Better meet riders' needs.
- Make more efficient use of existing funding.
- Respond to high demand for transit in the region.
- Offer a menu of options to expand service with additional funding.

PRT recognizes that the demand for public transit is greater than the supply the agency can afford. Years of unfulfilled service requests and the thousands of comments received during the Bus Line Redesign process speak to the community's desire for more transit service in the region.



Pop-up at Penn Hills Library

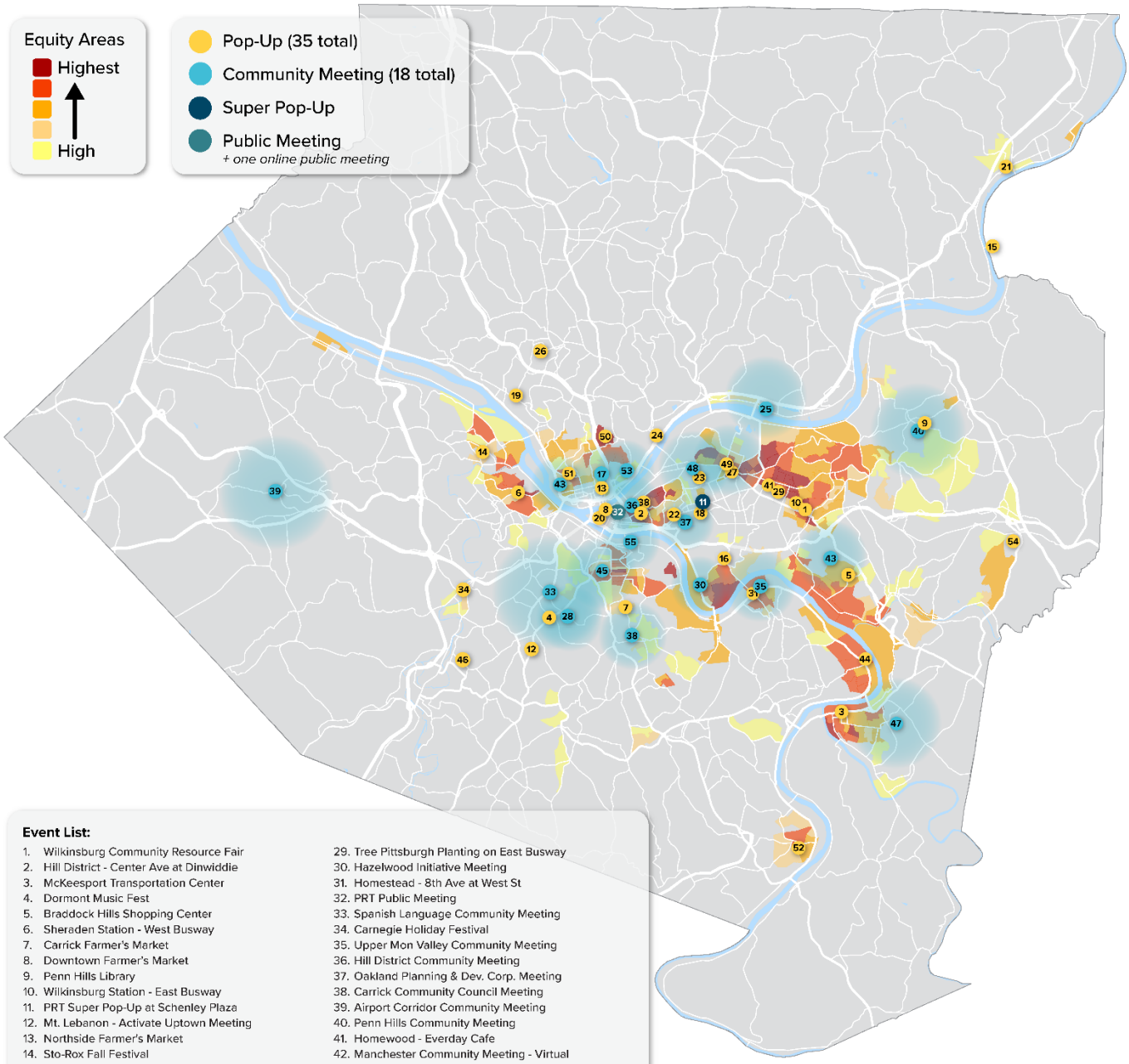
ENGAGEMENT PROCESS

PRT designed an engagement strategy that reflects its commitment to transparency, equity, and shared ownership in shaping the future of transit for the region. PRT collected input from the public and stakeholders through various methods, including:

- **Two (2) in-person public meetings and one (1) online public meeting** to provide a forum for two-way dialogue, robust discussions.
- **35 in-person community pop-ups** to meet people where they were, in their community at existing events or at bus stops. This smaller, more targeted approach allowed for in-depth discussion of specific issues, gathering more detailed feedback from a diverse group of participants.
- **19 community meetings held in partnership with community stakeholders and organizations** to help reach a diverse range of voices, reduce barriers to participation, and build trust.
- **32 meetings with elected officials, stakeholders and government representatives, and businesses** to gather input, build relationships, and understand specific needs and concerns.
- **Extensive online engagement opportunities** with a robust informational and interactive website as well as the use of PRT's social media platforms to generate awareness and gather feedback.
- **Paper and online public surveys** to collect quantitative and qualitative data to gauge opinions, preferences, and hear concerns.
- **140+ public information displays** to create awareness and encourage participation.

This engagement series was an iterative and responsive effort, that evolved in real time based on PRT's ongoing analysis and community feedback. In response to a significantly higher level of interest and input than initially projected, PRT expanded engagement activities, extended the engagement period and added several additional community meetings to the engagement schedule. Ultimately, this more than doubled the scale of the engagement effort. This expansion, driven by direct community request, reflects a deliberate commitment to inclusive, transparent, and responsive engagement throughout the project.

Engagement Events by Meeting Type and Equity Priority Areas



Event List:

1. Wilkinsburg Community Resource Fair
2. Hill District - Center Ave at Dinwiddie
3. McKeesport Transportation Center
4. Dormont Music Fest
5. Braddock Hills Shopping Center
6. Sheraden Station - West Busway
7. Carrick Farmer's Market
8. Downtown Farmer's Market
9. Penn Hills Library
10. Wilkinsburg Station - East Busway
11. PRT Super Pop-Up at Schenley Plaza
12. Mt. Lebanon - Activate Uptown Meeting
13. Northside Farmer's Market
14. Sto-Rox Fall Festival
15. New Kensington Bus Stop
16. Greenfield Giant Eagle
17. Fineview/Perry Hilltop Citizens Council
18. Oakland - Forbes Ave at Morewood
19. Bellevue Farmer's Market
20. Downtown - Liberty Avenue at Market St
21. Tarentum Bus Stop
22. Oakland - Atwood Station
23. Bloomfield Saturday Market
24. Millvale - East Ohio St at Grant Ave
25. Aspinwall Borough Meeting
26. West View - Giant Eagle
27. East Liberty - Penn at N Highland Ave
28. Brookline Together Meeting
29. Tree Pittsburgh Planting on East Busway
30. Hazelwood Initiative Meeting
31. Homestead - 8th Ave at West St
32. PRT Public Meeting
33. Spanish Language Community Meeting
34. Carnegie Holiday Festival
35. Upper Mon Valley Community Meeting
36. Hill District Community Meeting
37. Oakland Planning & Dev. Corp. Meeting
38. Carrick Community Council Meeting
39. Airport Corridor Community Meeting
40. Penn Hills Community Meeting
41. Homewood - Everday Cafe
42. Manchester Community Meeting - Virtual
43. Braddock Hills Community Meeting
44. Duquesne - Greater Pittsburgh Food Bank
45. Beltzhoover/Knoxville/Mt. Oliver Community Meeting
46. JCC South Hills
47. City of McKeesport Community Meeting
48. East End Neighborhoods Community Meeting
49. Vintage Senior Community Center
50. Northview Heights
51. Manchester Resource Center
52. Clairton Public Library
53. Spring Garden-East Deutschtown Meeting
54. Monroeville Library
55. Southside Community Action Network Meeting

This map depicts the locations of the in-person pop-ups, community meetings and public meetings PRT held during the third engagement series for BLR. Many community or stakeholder meetings were not geographically specific, or they were held virtually, so they are not included on map. For example, PRT met with members of immigrant communities and immigrant and refugee support organizations, but this meeting was held virtually. For a full list of the 82 events PRT held during Phase 3 Engagement series, please refer to Appendix A.

EQUITABLE ENGAGEMENT APPROACH

PRT is required by law to ensure that the way it provides public transit does not unintentionally disadvantage or disproportionately affect individuals belonging to specific demographic groups, such as disabled and minority populations. PRT's Equity Index of Mobility Need goes beyond this requirement by looking at eight demographic factors that research has shown lead to a higher reliance on public transit. All census block groups in Allegheny County were assigned an equity score.

PRT Equity Index of Mobility Need Demographic Factors:

- Disability
- Low-income households
- People from racial/ethnic minority groups
- Households without vehicles
- Households with people ages 65 and over
- Households with people under 18
- Households with limited English proficiency
- Female-headed households

The highest scoring 25% communities were identified as Priority Equity Communities and prioritized during the development of the draft bus network redesign and planning for engagement. The project team developed an engagement strategy for Phase 3 to ensure that outreach opportunities are accessible, meaningful, and equitable

The goal was to create an inclusive engagement process sensitive to traditionally underrepresented or marginalized groups. This included innovative ways of integrating feedback, partnerships with trusted community organizations, identifying locations in equity communities, many ways to meet people where they are.

The equitable engagement strategy incorporated user-friendly tools such as interactive materials on the project website with language translation and screen-reader compatibility that make project information accessible to diverse audiences, provided American Sign Language (ASL) at all PRT-hosted events (and Spanish language interpreters when warranted), and utilized translation services for all project materials, both online and in print.

PRT kept equity at the forefront when identifying locations for in-person engagement activities and meetings. In addition to booking events in Priority Equity Communities, the project team prioritized locations with significant ridership, such as Oakland, and locations with significant amounts of proposed service changes, such as Greenfield. PRT adjusted its approach during the process in response to community requests for engagement, more than doubling the number of events originally scheduled, culminating with 82 events held all across the county. More detail on PRT's equitable engagement approach is included in PRT's Bus Line Redesign Equity Memo, published in January 2025.

WHO DID WE HEAR FROM?

46 communities connected with

48,802 visitors to the website

11,076 surveys completed (online and paper)



Public Meeting at August Wilson Center

982 comments collected at pop-ups and meetings

1,808 attendees to meetings or pop-ups

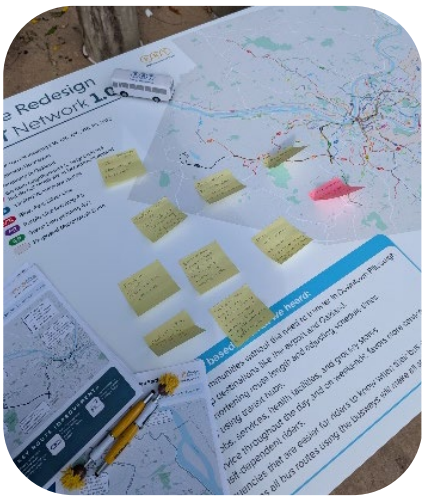
826 comments left on the interactive map



Super Pop-Up at Schenley Plaza



Rider Alert Posting at Bus Stops



Sticky Notes of Public Comments



Pop-Up at Sheraden Station

KEY STAKEHOLDER MEETINGS

PRT recognizes the importance of having an inclusive and collaborative approach to transit planning. With the release of Draft Network 1.0, PRT wanted to ensure feedback from a wide audience and perspectives to ensure the network was thoroughly reviewed and so the second draft can be refined to reflect the input received from riders and the community. PRT hosted a mix of one-on-one discussions, online meetings, and in-person groups to involve stakeholders and collect feedback.



STEERING COMMITTEE

On August 28, 2024, the project team hosted the third Steering Committee meeting. The purpose of the meeting was to provide a preview of the Draft Network 1.0, discuss and receive comments, and ensure the approach to public and stakeholder engagement was inclusive and robust. Representatives from 23 organizations participated in the third Steering Committee meeting, including those from the following organizations:

- PRT Departments included Planning, Communications, Engineering/Technical Services, Operations, and Maintenance
- Allegheny County Economic Development (ACED)
- Pennsylvania Department of Transportation (PennDOT) District 11
- Southwestern Pennsylvania Commission (SPC)
- City of Pittsburgh Department of City Planning (DCP)
- City of Pittsburgh Department of Mobility & Infrastructure (DOMI)
- City and County authorities including:
    - Urban Redevelopment Authority of Pittsburgh
    - Housing Authority of the City of Pittsburgh
    - Allegheny County Housing Authority

The Steering Committee provided the following comments and discussed proposed route changes:

- **Removed / Discounted Routes** – routes should be clearly identified and the alternatives, if applicable, should be clearly identified during the public review process.
- **One Seat Rides to Oakland** – increased congestion for 19 routes terminating or passing through could be challenging.
- **Naming Convention** – implementing the new network and naming convention may cause confusion; careful planning and communication will be required.
- **Engagement Approach** – project team was encouraged to attend Complete Streets events, plan pop-ups to encourage HACP resident participation, and provide context for surrounding routes and connections on individual Route Change sheets to help people understand their transit options.

ELECTED OFFICIALS

PRT hosted three briefings with elected and municipal officials. On September 4, 2024, PRT conducted an online briefing for all federal, state, county, and municipal elected officials in the service area. Eighty-eight people registered for the event and 46 people attended. The project team provided a preview of Draft Network 1.0, discussed and received comments, and reviewed the approach to public and stakeholder engagement. Conversation focused on service expansion and impacts within the elected officials' municipalities. Additionally, PRT provided one-on-one briefings for representatives of City of Pittsburgh Mayor Ed Gainey and Allegheny County Executive Sara Innamorato.

STAKEHOLDER ADVISORY GROUP

To ensure that a broader range of interests were represented in the project beyond the Steering Committee and elected officials, the project team convened a Stakeholder Advisory Group (SAG), consisting of a variety of local and regional organizations that focus on transit, mobility, and equity. PRT hosted a virtual meeting on September 17, 2024, and of the 60 registered attendees, 54 people attended.

The purpose of the SAG meeting was to provide an overview of the Draft Network 1.0 proposal and collect feedback. The presentation included an update on the project and its progress, a presentation of the Draft Network 1.0 proposal, an overview of the transit hubs and key connections in the proposal, a discussion of the +20% service expansion proposal, and next steps.

Discussion focused on missed connections between communities, where residents would like to see one-seat rides, the impacts of transfers, and areas that would best be served by microtransit.

Throughout the presentation, various polls were launched so that the SAG members could provide ongoing feedback. Later, the results of those polls were relayed to the group and the project team allowed time for greater context on the responses. The following polls questions were asked through the meeting:

Questions

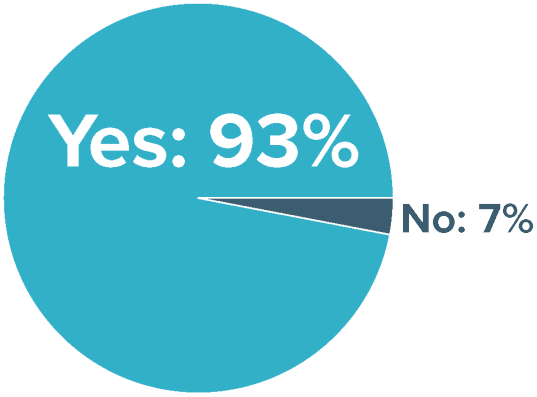
1. Are we connecting to places people want to go? *(Yes/No)*
2. Have we missed any connections between communities? *(Open Ended)*
3. Are the one seat rides to Oakland originating from where people want to travel from? *(Yes/No)*
4. Have we missed any community connection(s) to Oakland? *(Open Ended)*
5. Are you willing to transfer to another route for more direct neighborhood connections and connectivity? *(Yes/No)*
6. Are there additional important amenities to be considered? *(Open Ended)*
7. Do you think creating the proposed microtransit zones will support greater mobility in these communities? *(Yes/No)*
8. Do you think microtransit will be embraced and utilized in these communities? *(Yes/No)*
9. Are there other communities that should be considered for microtransit? *(Open Ended)*

Survey Questions and Responses



Q. Are we connecting to places people want to go?

An overwhelming majority of respondents indicated that the Draft Network 1.0 proposal is connecting people to where they want to go.



We also asked if there were any missed connections in the proposed network.

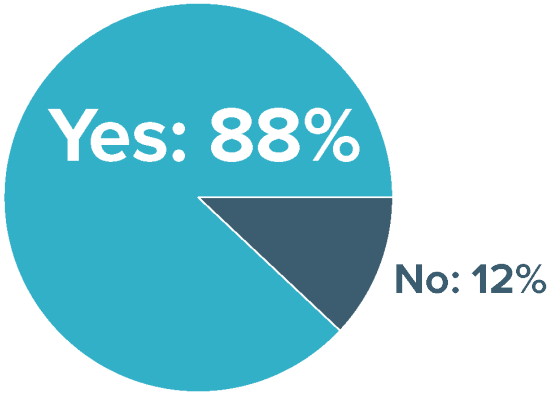
This poll question was asked as an open-ended question and had further discussion during the discussion segment of the meeting.

Missed connections discussed included:

- Brentwood connection to McKeesport
- Connect business districts
- Crafton, Carnegie, and Dormont connection
- Connections to transit in Westmoreland and Beaver counties
- 28X to Robinson corridor and ACTA for workers
- Oakland to the Northside and Northshore
- Employment centers in Findlay Township
- Cranberry area
- McKees Rocks to Northside
- Lawrenceville connections
- Penn Hills to Verona

Q. Are the one seat rides to Oakland originating from where people want to travel from?

A large majority of respondents indicated that the one seat rides outlined in the Draft Network 1.0 proposal to Oakland are originating from where people want to travel from.



We also asked if there were any missed connections to Oakland.

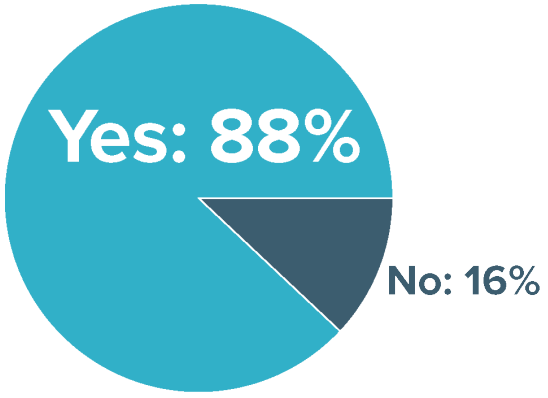
This poll question was asked as an open-ended question and had further discussion during the discussion segment of the meeting.

Missed connections discussed included:

- Penn Hills
- East suburbs (Monroeville especially)
- Allegheny Valley communities
- Western neighborhoods (West end, McKees Rocks, Greentree)
- Brighton Heights, Marshall Shadelands, Bellevue, and Avalon
- Airport/Western communities (not via 28x)
- Gibsonia/Route 8

Q. Are you willing to transfer to another route for more direct neighborhood connections and connectivity?

The majority of respondents indicated that they are willing to transfer to another route for more direct neighborhood connections.



I choose to drive, living in the hill district, due to practicality. For the riders she represents living in public housing, one or two extra transfers make a big difference. We should be considering these things.

Other comments/questions regarding transfers included:

If there is an increase in the number of routes ending in Oakland, would there need to be a hub in Oakland?

Timing is always a challenge with connections. How long will the waits be at the hubs? What is the regularity of the transfer buses?

If commuting, it's preferable to have no transfers. To go to grocery stores or nightlife, I am more open to transfers. Transfers are entirely dependent on the reliability and on time performance of the system overall. I think PRT should consider looking at the timing of buses arriving at close times.

How much would transfers add to the cost of riding?

Will the transit hubs mostly be the terminus for routes? Or will routes offer these transfer points as a stop and then continue?

Q. Are there additional important amenities to be considered?

This poll question was asked as an open-ended question and had further discussion during the discussion segment of the meeting.

Additional amenities discussed included:

Amenities

- Shelters at more stops
- Infrared heating under shelter with timer (x2)
- Nearby access to restrooms (x2)
- A nearby water source and fans for hot conditions
- Better cleanliness/maintenance
- Wi-Fi

Development

- Incorporate transit-oriented development elements and actual mixed-use development to serve transferees. If not, I would be dissuaded from taking the route.
- Sublease space/kiosks for someone to provide basics like coffee, snacks, newspapers (x2)

Safety

- Visible security or police call box (x2)
- Accommodations for users with mobility devices to be able to get into and under station shelters

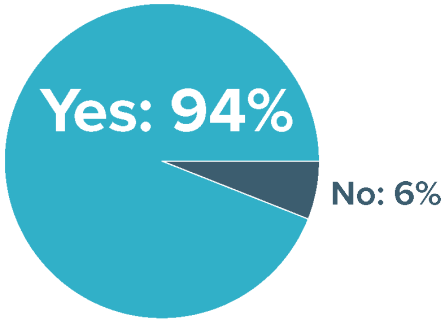
Signage

- More wayfinding and signage
- Clear route maps about where to go locally and regionally (x2)
- Real-time boards like on the busways (x5)



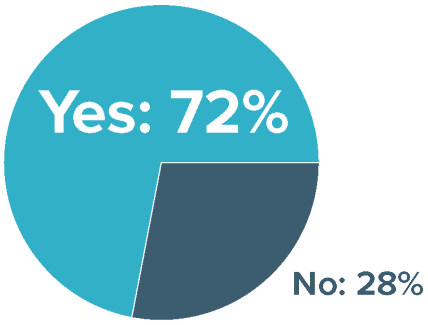
Q. Do you think creating microtransit zones will support greater mobility in these communities?

An overwhelming majority of respondents said that creating microtransit zones will support greater mobility in the communities outlined in the Draft Network 1.0 proposal.



Q. Do you think microtransit will be embraced and utilized in these communities?

Most respondents said that microtransit will be embraced and utilized in the communities outlined in the Draft Network 1.0 proposal, though this was about 20% less than those who said that creating these zones will support greater mobility in those same communities.



Q. Are there other communities that should be considered for microtransit?

This poll question was asked as an open-ended question and had further discussion during the discussion segment of the meeting.

Other communities discussed to be considered for microtransit included:

- Ross Township
- Robinson Township
- South Hills Village/Bethel Park
- Turtle Creek Valley – East Pittsburgh, Turtle Creek, Wilmerding
- Mount Lebanon/Castle Shannon/Upper St. Clair
- Areas within the Mon Valley (outside of McKeesport)
- Denser zones like Hazelwood, Oakland (x2), and Lawrenceville where there's high demand among multiple destinations/employment sites

Proposed Microtransit Zones:



FOCUSED STAKEHOLDER DISCUSSIONS

In addition to the Stakeholder Advisory Group (SAG), PRT also hosted conversations with community partners, regional institutions, major employers, cultural institutions, transit advocates, and advocacy groups. These conversations helped PRT assess the impact of the proposed changes and refine how information was communicated. This process ensured a clearer understanding of stakeholder concerns and allowed for more effective messaging and collaboration.

TECHNICAL WORKING GROUPS

During the development and design of Draft Network 1.0 in the spring and summer of 2024, PRT established an internal Technical Advisory Group (TAG). This group included subject matter experts from departments across the agency critical to design and implementation. A final meeting on September 26, 2024 allowed the TAG to review and discuss the approach for public and stakeholder engagement as well as preview the public-facing materials. Having a thorough understanding of the first draft network, the TAG provided ideas to expand participation, locations for public displays, and refined responses to potential FAQs.

Prior to the public release of Draft Network 1.0, PRT also hosted a working session with members of its Customer Service Department to provide an overview of the draft network and the website for input and engagement activities. This session helped Customer Service gain knowledge and confidence to address public concerns and respond to questions across multiple channels, including in-person, by phone, and online chat.

REGIONAL BOARDS, COMMITTEES, OPERATORS, AND TRANSIT PROVIDERS

PRT hosted a series of in-person and virtual meetings with transit committees, councils, and regional transit providers. These providers included local universities, hospital systems, ACCESS, Airport Corridor Transportation Association, Heritage, Committee for Accessible Transportation, Southwestern Planning Commission Transit Operators, and Allegheny County Transit Council.

These conversations provided valuable insights into how Draft Network 1.0 is integrated with regional transit partners, ensuring seamless connections and coordination. Representatives from the regional transit providers contributed perspectives on possible implementation strategies and highlighted potential opportunities and challenges.

In addition, PRT held focused input sessions with its operators to gather feedback. Bus operators are the eyes and ears of the system, so a significant amount of time was spent collecting their feedback, understanding their concerns, and tapping into their experience and knowledge. PRT spent more than 40 hours during two visits to each of its four garages to hear from operators, instructors, and management. The input collected primarily focused around the following:

- Primary concerns with Draft Network 1.0 included **feeder routes to the busways, additional transfers, and layover locations**

- Insights related to rider behavior on the routes they were familiar with, including service to major destinations like shopping, grocery, health facilities, and job centers.
- Feedback on the proposed new routings, frequency on routes that often experience crowding, and on operationally difficult turns.
- Highlighted specific areas where service was performing well and should remain as is and/or ways to improve service.
- Suggestions as to how the proposed microtransit districts could support smaller transit vehicles and use route alignments that PRT had historically operated fixed route service.

The discussions with operators helped build consensus and secure buy-in from the drivers responsible for delivering the network, fostering alignment and support for successful execution.

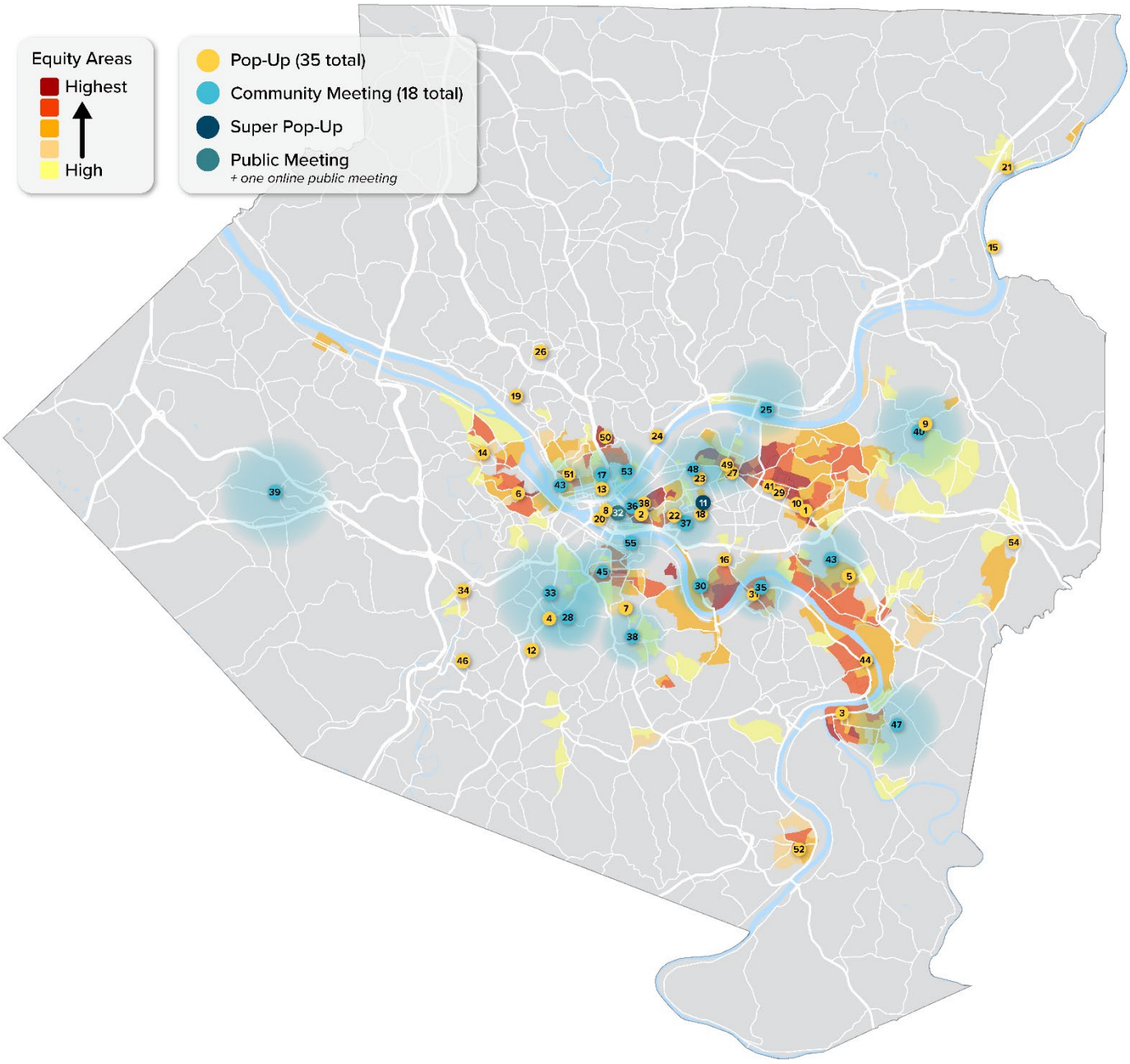


PUBLIC ENGAGEMENT

INTRODUCTION

PRT based its approach to public engagement on the lessons learned during prior phases. As shown in the map below, online engagement opportunities were augmented with in-person activities in Priority Equity Communities where survey completion had been lower to ensure that these essential voices were part of the process.

Map of Public Engagement Events



PUBLIC MEETINGS



On October 16, 2024, PRT hosted an outdoor, in-person public Super Pop-Up at Schenley Plaza in Oakland. This open house style meeting was an opportunity for the public to learn more about Draft Network 1.0, ask questions, and converse with the project team at stations organized by geography (North, South, East and West).

In addition to providing information on Bus Line Redesign, PRT also had staff on-hand to provide information and answer questions related to the PRTX University Line Bus Rapid Transit project, hiring, and other initiatives. Representatives from partner organizations, such as Pittsburghers for Public Transit, Carnegie Library, and BikePGH were invited to staff tables and provide information on their programs. More than 150 people attended and participated in this event. Key concerns identified included frequency and increased transfers for new connections.

On October 24, 2024, PRT hosted a meeting online via Zoom. The public was invited to learn more about the first draft network, ask questions and converse with the project team in virtual breakout rooms organized by geography (North, South, East and West), and provide input. 58 people attended. Key concerns identified included safety at bus stops, accessibility, and in-depth discussions surrounding route changes.

On November 14, 2024, PRT hosted an in-person public meeting at the August Wilson Center in downtown Pittsburgh. Again, PRT invited the public to learn more about the first draft, ask questions, and converse with the project team at information stations organized by geography (North, South, East and West), and provide input. More than 50 people attended. Key concerns identified included increased transfers for new connections and the loss of routes that are proposed for removal.

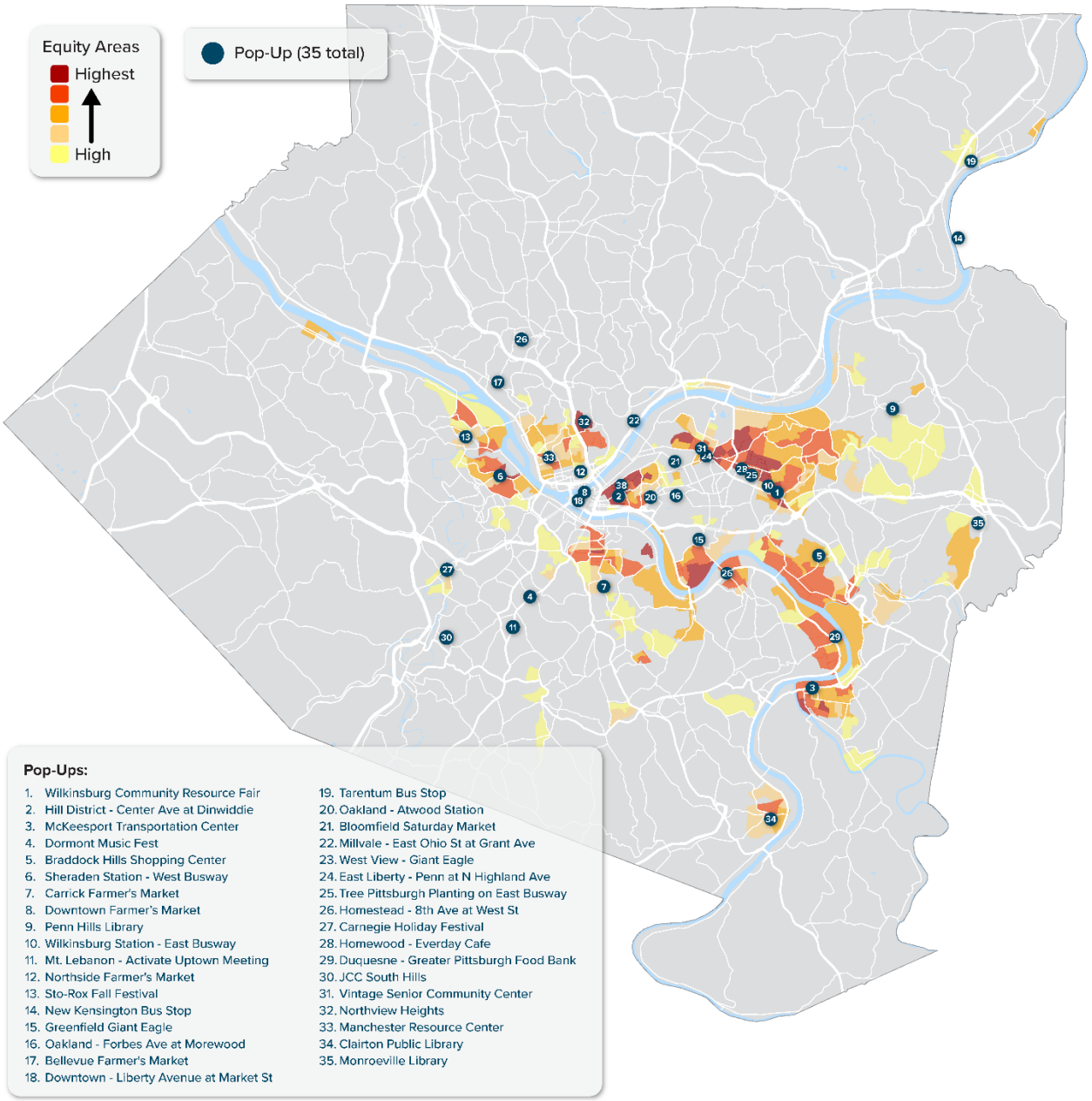
COMMUNITY MEETINGS

In addition to the large-scale public meetings hosted by PRT, the project team participated in 18 meetings across the region led by community organizations and stakeholder groups, including one hosted entirely in Spanish. These meetings were conducted online or in-person and provided an opportunity for PRT to meet people as part of meetings with trusted partners. The project team requested to participate in community meetings that included underrepresented or underserved populations, were located where the draft was proposed to have a high or moderate impact, and in communities that specifically requested that PRT provide a presentation. In total, more than 520 people attended and provided over 330 comments. Questions and feedback received at these meetings were specific to the changes in each community. Due to the number of meetings and volume of comments received, please refer to the What We Heard section, starting on page 24, for a summary of the most comment themes and priority concerns by community.

POP-UPS

PRT conducted 35 “pop up meetings” throughout Allegheny County to meet people at busy bus stops, well-attended community events, and in their communities. The project team provided an overview of the proposed changes, community specific impacts or changes, and collected written and online input. PRT staff also canvassed the area around the pop ups to gather input from people nearby. Since numerous pop-ups were held at bus stops, the feedback received was most often directly from regular transit riders. This feedback generally included where riders wanted to go, and it helped the project team receive feedback on the utility of the proposed new connections included in the draft network.

Map of PRT Hosted Pop-Ups in Allegheny County



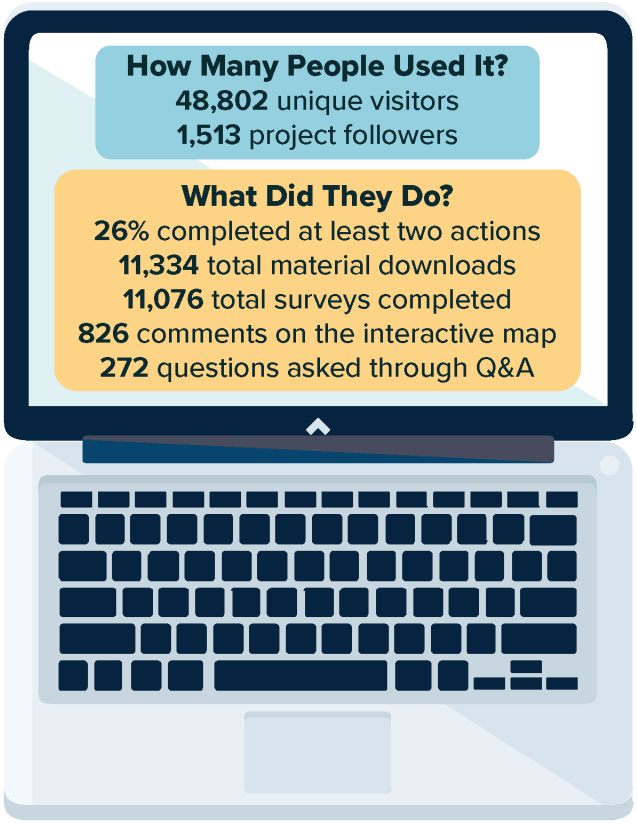
OTHER WAYS TO PROVIDE INPUT

PRT also received public comments via the project website, social media, email, phone, at the Customer Service Center, and via written and online surveys.

PROJECT WEBSITE

BUSLINEREDESIGN.COM

The project team designed the website to provide a wealth of information about Draft Network 1.0, other Bus Line Redesign proposals, and collect input. The public completed 11,076 total surveys, including ones on the overall Draft Network 1.0, individual routes, microtransit zones, proposed changes to route naming, Oakland connections, bus stop balancing, and the +20% proposal. The website also allowed the public to ask 272 questions, provide 826 comments on the interactive map, and request a response from the project team. There were 48,802 unique website visitors, 1,513 project followers, and 11,334 total project materials downloads.



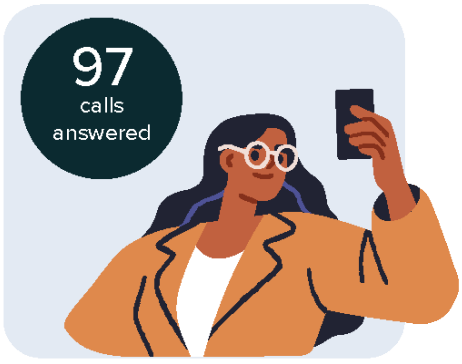
PRT SOCIAL MEDIA

PRT utilized its existing social media platforms to create awareness, advertise scheduled meetings and pop-up events, promote surveys, and solicit public comment. PRT also shared a social media toolkit to the stakeholder organizations and community groups to promote awareness and solicit input. Social media generated 8,216 project website visits.

EMAILS, CALLS, AND CUSTOMER SERVICE

The project team received and responded to 180 emails via buslineredesign@rideprt.org while PRT Customer Service also responded to 97 calls regarding Draft Network 1.0.





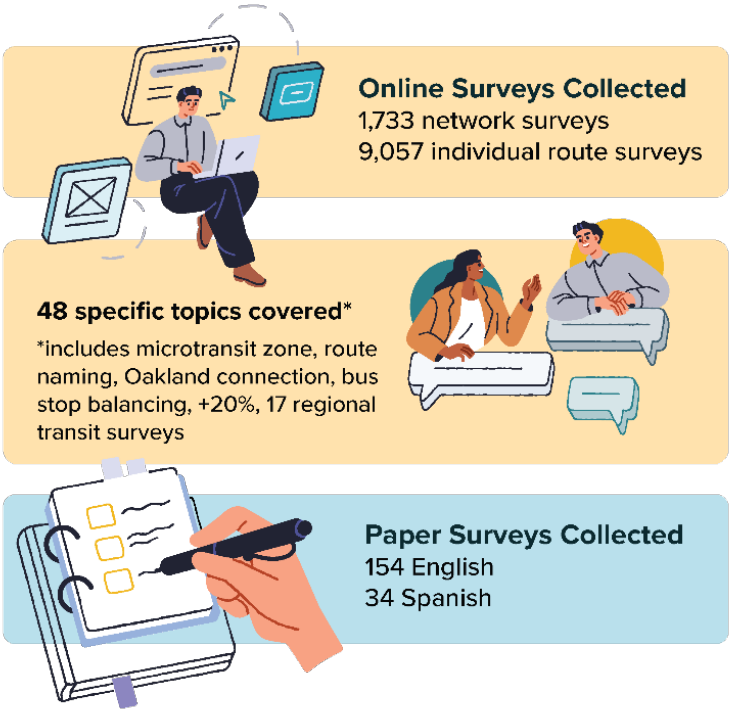
SURVEYS

Phase 3 of engagement offered the following seven (7) surveys online:

- Overall Draft Network 1.0
- Individual Routes
- Microtransit Zones
- Route Naming
- Oakland Connection
- Bus Stop Balancing
- +20% Network

PRT also offered three of those surveys in paper form, available in English and Spanish:

- Overall Draft Network 1.0
- Individual Routes
- Removed Routes



Finally, the website featured an interactive online map, where users could leave comments directly into the map.



Super Pop-Up at Schenley Plaza

WHAT WE HEARD

At the conclusion of this engagement series, the project team compiled the input received at meetings, pop-ups, the website, surveys, emails, customer service calls, and other media to process, categorize, and review. The feedback received will be used to refine Draft Network 1.0 and develop the next iteration, Network 2.0. Out of the almost 16,000 comments collected through various methods, six general themes emerged:

MOST COMMON THEMES ON NETWORK 1.0

Route Changes

- Concern about loss of connections, particularly for disadvantaged communities
- Concerns about impact on existing community cohesion and social fabric of neighborhoods
- Positive interest in microtransit

Accessibility & Safety

- Concern about walking further or uphill and lack of sidewalks or safe crossings to get to stops
- Concern about lack of shelters and lighting at stops
- Need for more ADA-compliant buses and bus stops/stations

Connections

- Positive feedback on more direct routes, connecting neighborhoods and major hubs, without routing Downtown
  - Specifically mentioned: Oakland, Squirrel Hill, Shadyside, Lawrenceville, the Northside, McKeesport to North Versailles, and Forbes Hospital
- Positive feedback on transit hubs proposed
- Concern that increased transfers will lead to longer commute times

Frequency & Reliability

- Need for increased frequency to improve reliability and reduce overcrowding on buses
- Need for more weekend and late-night service

Expanded Service

- Requests for service to areas lacking adequate public transportation service today, such as McKeesport, South Fayette, and other suburban neighborhoods

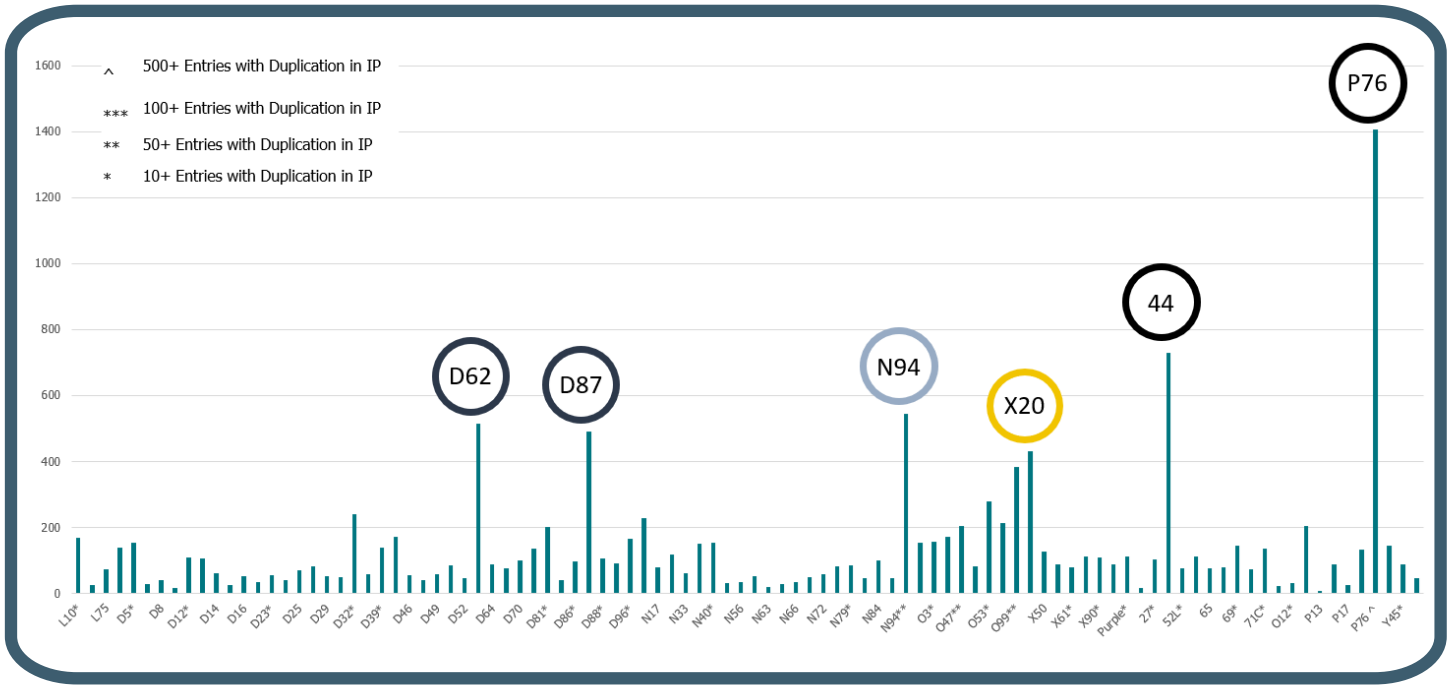
Communication

- Better communication to riders about route changes, including real-time updates through software applications and signage
- More multi-lingual signage

TOP COMMENTS BY ROUTE

PRT collected comments on each proposed route change; six routes received the most comments:

- **D62** received mixed input, but had support for a faster, safer route to CMU/Oakland, more direct service without Greenfield loops, and improved access to Swisshelm Park. However, negative feedback was received about the proposed routes that reduce access to parts of Greenfield like Winterburn and Greenfield Ave.
- **D87** received mixed input, with support for faster connections from Stanton Heights to Downtown, direct service to East Liberty and Lawrenceville, and more frequent service. However, negative feedback was received from Friendship about the proposed routing change that impacted their existing connections on route 87.
- **N94** had overwhelming support, particularly the direct connection between Squirrel Hill and Millvale, and more connections via the 40th Street Bridge.
- **X20** received mostly positive support, with most people excited for faster airport trips with no stops in Robinson Towne Centre, direct East Liberty to airport service, no Downtown transfer needed, and stops at every West Busway station. Some people were concerned about the loss of service to the Robinson Township commercial area.
- **P76** and **44** were proposed for discontinuation; most comments were in opposition to the removal of these routes.



Additional routes that received an overwhelmingly positive responses included:

- **O35** is a new route that provides direct service from Mt. Lebanon to Oakland, no Downtown transfers, faster South Hills commute.
- **O3** is a new route that provides direct service from Millvale to Oakland, improved North Hills connections, and isn't routed through Downtown nor does it require a transfer Downtown to get to connect these communities.
- **N37** is a new route that provides new connections between Carnegie, Dormont, Beechview, Brookline, and Brentwood, and calls for extended evening service, increased frequency, and improved stop accessibility.



PRIORITY CONCERNS BY COMMUNITY/AREA

The project team also analyzed all the input collected by geographic region, identifying the priority concerns facing communities in the North, Central, East, West, and South areas of Allegheny County.

NORTH

COMMUNITY	PRIORITY CONCERNS
Brighton Heights/Bellevue/ Avalon/West View	• Maintain one-seat service to Downtown for neighborhoods between Bellevue and West View • Interest in direct service to Oakland
McCandless	• Maintain Downtown commuter route coverage • Additional service to UPMC Passavant – McCandless • Interest in direct service to Oakland
Wexford	• Interest in weekend service
Troy Hill/Spring Garden	• Loss of coverage in Spring Garden, but support for increased service span and frequency
Greater Northside	• Maintain access to Cedar Ave Giant Eagle and potential transit hub • Interest in maintaining connection to Oakland without passing through Downtown (O99)
McKnight Rd	• Travel demand from several routes to McKnight Rd shopping, medical, jobs • Interest in McKnight Rd transit hub

CENTRAL

COMMUNITY	PRIORITY CONCERNS
Strip District & Polish Hill	• Connections to Oakland and Downtown are important • The 54 is very popular so ensure connections are retained
Hill District	• Connection to South Side Giant Eagle is important • Positive feedback on the connection to UPMC Mercy • Service to lower portion of Bedford Avenue is important for elderly bus access
Oakland	• New one-seat rides from north/south were well-liked

EAST

COMMUNITY	PRIORITY CONCERNS
East Hills/Nadine/Laketon	• Want faster connection Downtown (P17)
Penn Hills (Overall)	• Direct connections to Downtown are important • Maintaining coverage on currently served corridors is important
Northern Allegheny Valley*	• Connection from to Waterworks is important • Connection to Downtown is important • Interest in 7-day service and retaining commuter flyer service
Eastern Suburbs	• Service on Brinton Rd in Braddock Hills is important • Service in Trafford is important • Connection to Downtown for Pitcairn, Turtle Creek, and Trafford is important • Want faster connection for McKeesport to Downtown • Interest in connection from Braddock to Waterfront
Northern East End (Bloomfield, Lawrenceville, Friendship, Garfield)	• Connections to Downtown are important and riders depend on their existing routings • Capacity and crowding on Centre Ave to Oakland is a concern
Hazelwood & Greenfield	• Service on Winterburn Ave and Greenfield Ave is important • Connection between Glen Hazel and Downtown is important • Connection to Allderdice HS and Squirrel Hill shopping and health facilities are important • Connection to East Liberty and Children's Hospital are important connections for access to jobs
Squirrel Hill	• Faster connection to Downtown and connection to Allderdice are important
Regent Square	• Want faster trip Downtown (Busway connection)

WEST

COMMUNITY	PRIORITY CONCERNS
Moon Township/Robinson Township	• Weekend service needed for job access and shopping • Interest in service along Campbells Run Road • Interest in more reverse commute service to and from Robinson at peak hours and midday/evenings
Fairywood	• Maintaining direct service to Downtown is important
McKees Rocks/West Park/McKees Rocks Bottoms	• Direct service to Downtown is important • Connection to McKees Rocks Rd. Giant Eagle from McCoy Road is important • Consider future connection from West side to North side
Kennedy Township/Kenmawr	• Service on Herbst Street is important
Airport	• Service to Robinson Town Center – some want it, some don't
Carnegie	• Extending all the routes on the West Bus Way to Carnegie station will help people

SOUTH

COMMUNITY	PRIORITY CONCERNS
Whitehall/Baldwin	• Maintain service along Brownsville Road south of Baptist Road (existing Route Y47) is important
Lincoln Place	• More direct service to Downtown along Mifflin Road (existing Route 56)
Beltzhoover	• Retain and improve service in neighborhood • Direct service to Downtown is important • Connection to South Hills Junction was not well received
Mt. Washington	• Maintain one-seat service to Downtown • Connection to South Hills Junction was not well received
South Side	• Connections to Oakland via Bates St may be too slow (prefer Birmingham Bridge)

KEY ENGAGEMENT TAKEAWAYS

In summary, the comprehensive and inclusive engagement approach led to positive outcomes by effectively reaching diverse communities, gathering valuable feedback, and identifying key themes to guide improvements for future phases. It shows that when efforts are made to include all voices and perspectives, the results can be impactful and constructive.

Broad Reach Across Communities

The project effectively reached a wide variety of people and geographic areas throughout the county, including those in Priority Equity Communities.

Effective Multilingual Support

The multilingual options provided were successful, indicating the project was accessible to diverse populations.

Inclusive Options for the Public, from Transit Novice to Transit Expert

The project offered various types of educational materials and ways to learn and provide feedback on the first draft for participants, ensuring it catered to people with different levels of comprehension or expertise. An area for improvement is the use of tools such as Transit App to help people understand impacts to their journey.

High Volume of Feedback on Proposed Routes Collected

Efforts to gather feedback on proposed routes were successful, implying that PRT actively sought community input and integrated it into the planning process. The project team collected extremely useful feedback that will be used to refine the second draft network.

Explored New Concepts in Draft Network 1.0

Draft Network 1.0 was the first take on a network redesign with the intention to test new concepts, garnering both positive and negative feedback. This suggests that the project was innovative but recognized that trying new things can disrupt established systems or connections. While some of the proposals were well-received, riders felt that some routings should be left alone and that PRT should strive to strike a better balance between existing service that works well and the needs of future riders.

EMERGING THEMES TO GUIDE NETWORK 2.0

As a result of the feedback, major themes were identified that will help inform the next phase of refinement for BLR Network 2.0.

Provide More Detail on How the Proposed Network Increases or Decreases Directness of

Draft Network 1.0 created several new one-seat rides between communities and to Oakland, but this information was met with some confusion as the project team received feedback concerning new transfers. Positive feedback was received on the proposed transit hubs, but there was also concern about transfers. Some routes in the first draft were proposed as feeders to the busways with higher service frequency proposed on the busways. Riders requested more detailed information about the proposals and whether the directness was increased or decreased, and this is an area for improvement for the second draft.

Students Depend on Transit Access to School

Parents and students provided feedback that they depend on the existing routes to access schools and PRT should consider that when refining the second draft network. PRT heard this feedback in several communities and for several routes throughout the County.

Pay Attention to Span and Frequency of Service in Areas of Highest Transit Need

Riders from Equity Priority Areas provided feedback on their transit need outside of the typical weekday work schedule. Riders in these areas requested more attention to early, late, and weekend service.

Provide More Detail on Microtransit

In some areas of Allegheny County, operating smaller transit vehicles with a microtransit concept was well-received and riders understood the operational benefits to PRT due to challenging roadway networks, topography, and low density population. In other areas, riders opposed or questioned microtransit efficacy and preferred the fixed route service they have today. Overall, riders requested more details about microtransit service.

APPENDICES

Additional information and data for this phase of engagement can be found in the following appendices:

- Appendix A – Summary List of Public Meetings, Pop-ups, and Events
- Appendix B – Summary of Public Comment
- Appendix C – Equity Memo