

Port Authority

EFFORTS BEGIN TO IMPROVE ON-TIME PERFORMANCE

FOR IMMEDIATE RELEASE (September 10, 2019) - Port Authority will begin removing unpopular and redundant bus stops in November with the goal of improving on-time performance.

The program is aimed at making Port Authority's system of 98 bus routes more reliable. According to the agency's most recent Annual Service Report, on-time performance lags behind its peers at about 67 percent systemwide.

"I came to Pittsburgh with a mission to improve our customers' experience, and a large part of that is to making sure our customers can reliably get where they want to go within a reasonable amount of time," said Port Authority CEO Katharine Kelleman. "When buses are late, our operators become stressed and our riders become frustrated or worse — late to wherever they're going."

Port Authority has been systematically analyzing bus stops by route based on proximity to other stops, usage and other factors, and has developed a plan to consolidate bus stops while maintaining access to the system. Other factors include customer safety and access to stops that are within close proximity to schools, places of worship, senior centers, healthcare facilities, community centers, libraries, other important buildings or key connection points.

The first stops proposed for consolidation are along bus routes 16-Brighton and 51-Carrick. Notices will be placed on the stops that are proposed for consolidation later this week and final decisions will be made at the end of October.

"Ensuring customer safety and accessibility have been key factors throughout this process," said David Huffaker, Port Authority's chief development officer. "We certainly want to hear from riders to make sure we haven't overlooked anything."

Riders can visit PortAuthority.org/BusStop to view the entire list and provide input by calling Port Authority Customer Service at 412-442-2000 or using the online form.

Riders with mobility issues may wish to explore Port Authority's ACCESS program by calling 412-526-5353 or visiting www.myaccessride.com.

The next stops proposed for consolidation will be identified in December.

Port Authority will be working with local municipalities over the next several months to enhance and provide additional amenities, including adding shelters and benches, to remaining stops.

Port Authority will be joining dozens of agencies from across the country that have gone through similar bus stop consolidation programs, including Southwest Ohio Regional Transit Authority (SORTA), Dallas Area Rapid Transit (DART), Washington Metropolitan Area Transit Authority (WMATA) and IndyGO in Indianapolis.

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