



**Port Authority of Allegheny County
Addendum to the
2018 Annual Service Report**

SERVICE REQUESTS FY2021

Service Request Process and Limitations

Port Authority's Service Guidelines include a process for the public to submit a request for a major service change. Requests are first evaluated to see if they are major or minor. A major service change is defined as any service change which affects more than 30 percent of a route's miles or operating hours, and receives a thorough analysis of the request's impacts on efficiency, equity, and effectiveness. Port Authority receives service requests throughout each calendar year; similar requests are aggregated, and some requests may be deemed infeasible at this stage. The resulting list of grouped requests are then mapped, costed, analyzed and ranked against each other to determine the most efficient, equitable, and effective requests for implementation.

Minor service changes are made four times each year. These requests do not require a ranking process and are implemented as resources are available or changes are needed due to road closures or other events.

Port Authority is still dealing with capacity constraints: peak rush hour service requires virtually all available vehicles, and the four bus garages are at or near full capacity. This means requests to add service during rush hour (6:00 am to 9:00 am, and 3:00 pm to 6:00 pm) cannot be met unless the Authority adds a fifth bus garage. Port Authority also has limited budgetary resources for spending on service requests, as existing services are not meeting all of the Service Guidelines.

Port Authority projects a net of \$250,000 in added budget to allocate to new service in FY2021; this would not be approved by the PAAC Board until June 2020. For this reason, any request that required peak vehicles or would cost more than \$250,000 was not considered for implementation for FY2021 so that resources can be focused on improving service on the street. While adding peak service is currently infeasible, there is still potential to add service during midday, night, and weekend periods.

Requests from Calendar Year 2018

Port Authority received 194 unique major requests for service changes in 2018. Requests that would require peak vehicles or cost more than \$250,000 were removed; from the remaining list, 27 unique ideas were represented and ranked. The full list is available online at [<https://tinyurl.com/PAAC-Reports>]. The requests were aggregated when similar, and may be slightly different than the original request if two or more very similar requests were made. Efforts were made to adjust requests if necessary to ensure rankings reflected the most feasible way service could be implemented. The decision not to include requests not over \$250,000 was to reflect the anticipated generally flat operations budget levels for FY2021 based on the Authority's financial planning. Including requests up to \$250,000 allows the Authority to consider tradeoffs in service that might allow some similar major service changes to be put in place at a neutral overall cost.

For the first time, Port Authority re-ranked and included requests submitted in previous years since the inception of the Annual Service Report Program. The evaluation thus includes requests submitted in 2015, 2016, 2017, and 2018, assuming they did not require peak vehicles or cost more than \$250,000.

Port Authority received 105 unique minor requests in 2018. Minor requests may include adding trips to alleviate overcrowding, adding a new bus stop, or rerouting a bus a short distance. The minor requests will be taken into consideration by Department of Service Development, and if they are deemed feasible and beneficial to riders, adjustments may be made throughout the year as schedules and budget allows. No rankings or reporting on minor service changes will be developed at this time.



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Ranking Requests for Major Service Change

Rankings are based on the three overarching goals of efficiency, effectiveness, and equity.

Efficiency is calculated by dividing the expected annual total riders gained or lost by the annual cost or savings. Expected ridership is calculated using census data for new service areas, and current ridership by route and/or stop for existing service areas. Cost is calculated using a cost-per-mile formula.

Effectiveness measures the expected travel time savings, new service area, and added trips of the request. Travel time calculation methodology varies by request type: a request that would eliminate a transfer would use the average wait time, while a request to serve a new area would use walking distance to the nearest stop.

Equity measures how well the request would serve Allegheny County's residents with higher mobility needs. Port Authority assigns an equity score to each census block group based on its equity index, which can be found at <https://tinyurl.com/PAAC-EquityIndex>. The score is an indexed combination of high transit need population groups, including low income populations and low wage jobs, racial and ethnic minorities, people with disabilities, limited English proficiency populations, older adults, people under age 18, households without access to vehicles and single female householders (with children). To calculate the equity score of a request, a route is developed with tentative stops and a walkshed is created for each stop. The request's equity score is calculated by averaging the equity scores of all block groups the requested service walkshed overlaps significantly.

Each request received a 0-100 score for these three categories. The scores were averaged to create a final score (sorted on the following pages in order of highest Final Score to lowest Final Score).

Recommendations

The ranking process culminates in two general recommendations:

Put in if budget allows: These requests met guidelines. Requests at the top of the ranking list on the next page that propose to do more than simply add service to a current route will be prioritized in order to go through a public engagement process.

Does not adhere to Service Guidelines: These requests failed to meet the Authority's service standards. This could be due to a variety of reasons, such as too few projected passengers per hour, or because the request would cut service to a key destination.



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Request Year	Service Request Description	Cost Annual	Estimated Annual Ridership	Cost (Savings) per Rider Gained	Efficiency Score	Equity Score	Effectiveness Score	Final Score	Recommendation
2016	Add Saturday service 60	\$131,000	9,100	\$14.40	38	100	76	100	Put in if Budget Allows
2016	Interline P1 and G2 if City projects in Downtown alter bus routings	\$1,000	2,555	\$0.39	94	84	35	95	Waiting for Downtown Mobility Plan
2015	Extend 88 to Wilksburg Station & shorten all 71Cs to East Liberty garage	\$(589,000)	-15,457	\$(38.11)	100	95	14	92	Put in if Budget Allows
2015, 2016, 2018	Add weekend service 67 to CCAC Boyce	\$220,000	14,624	\$15.04	31	76	92	89	Put in if Budget Allows
2017, 2018	Reroute Y1 via Old Clairton Rd	\$7,000	19,457	\$0.36	97	5	89	86	Put in if Budget Allows
2018	Add Saturday service P7	\$242,664	16,698	\$14.53	34	97	59	84	Does not Adhere to Service Guidelines (requires midday service prior to weekend service)
2016, 2018	Extend 61D, 64 on/off roads to West Mifflin Garage through W. Homestead via Mifflin Rd and Lebanon Rd	\$135,124	25,212	\$1.67	84	68	32	81	Does not Adhere to Service Guidelines (frequency)
2018	Extend trips on 68 to P68	\$130,629	29,471	\$4.43	72	92	16	78	Put in if Budget Allows
2015, 2016, 2018	Add Sunday service 53	\$177,000	14,575	\$12.14	50	57	65	76	Put in if Budget Allows
2018	Extend 14 and 18 on/off roads to Perry Avenue through Marshall Avenue	\$171,011	12,317	\$13.88	41	81	49	73	Does not Adhere to Service Guidelines (frequency)
2016	Add weekend service 2 to Millvale only	\$233,000	20,073	\$11.61	53	16	100	70	Put in if Budget Allows
2017, 2018	Service restoration to Briery Ln and Commonwealth based on original 55D, 55E routes	\$165,000	19,278	\$8.56	63	38	68	68	Put in if Budget Allows
2016	Extend 78 to Pittsburgh Mills Mall on weekdays (middle of the day only)	\$174,000	6,560	\$26.52	13	84	70	65	Put in if Budget Allows
2015, 2016, 2018	Add weekend service P16	\$247,000	7,505	\$32.91	9	59	97	62	Put in if Budget Allows
2018	Extend 16 to serve on Union Street and New Brighton Road	\$195,181	108,295	\$1.80	81	62	22	59	Put in if Budget Allows
2017, 2018	Extend the 44 to serve Willet Road	\$153,000	24,098	\$6.35	66	8	86	57	Put in if Budget Allows
2016	Remove 58 from Oakland	\$(345,000)	-66,609	\$(5.18)	50	70	38	54	Minor Service Reduction
2018	Add weekend service 65	\$240,000	15,777	\$15.21	28	73	54	51	Put in if Budget Allows

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Request Year	Service Request Description	Cost Annual	Estimated Annual Ridership	Cost (Savings) per Rider Gained	Efficiency Score	Equity Score	Effectiveness Score	Final Score	Recommendation
2015	Reroute 43 into a single one way loop	\$-	0	\$-	100	51	3	49	Does not Adhere to Service Guidelines
2015, 2016, 2017, 2018	Add Sunday service 39	\$160,000	17,986	\$8.90	59	43	51	46	Put in if Budget Allows
2018	Extend 53 to downtown	\$149,644	19,3987	\$0.77	91	49	8	43	Put in if Budget Allows
2015, 2016, 2017, 2018	Restoration of service between South Oakland and the Forbes/Fifth corridor based on original 84B route	\$112,000	8,930	\$12.54	44	78	24	41	Put in if Budget Allows
2018	Extend 29 to Imperial and discontinue at Mahoney	\$120,000	103,275	\$1.16	88	0	46	38	Does not Adhere to Service Guidelines
2015, 2016, 2018	Add Sunday service 4	\$151,000	7,836	\$19.27	22	32	78	35	Put in if Budget Allows
2015, 2016, 2018	Extend 77 to Leechburg Gardens / CCAC Boyce Campus on weekends	\$172,000	6,500	\$26.46	16	22	92	32	Put in if Budget Allows
2016	Add Saturday service 20	\$227,000	10,629	\$21.36	19	27	81	30	Put in if Budget Allows
2018	Serve Foster Plaza with G31 on/off roads between Collier and Downtown	\$119,907	20,965	\$5.72	69	30	27	27	Does not Adhere to Service Guidelines (frequency)
2016	Add Sunday service 52L	\$187,000	4,872	\$38.38	0	65	54	24	Put in if Budget Allows
2018	Add Saturday service route 36	\$151,000	12,049	\$12.53	47	11	59	22	Put in if Budget Allows
2018	Discontinue 59 service to Century III Mall	\$(330,687)	33,406	\$(9.90)	75	41	0	19	Minor Service Reduction
2016, 2018	Add Sunday service 22	\$134,000	7,552	\$17.74	25	46	38	16	Put in if Budget Allows
2018	Extend Y45 to Bavarian village	\$201,444	54,008	\$3.73	75	3	30	14	Put in if Budget Allows
2015	Extend 12 weekend service into North Park	\$32,240	952	\$33.87	3	19	84	11	Minor Service Reduction
2018	Extend 74 to Beechwood-Tilbury everyday	\$50,207	5,342	\$9.40	56	14	11	8	Put in if Budget Allows
2016, 2017	Reroute 1 to serve Cherry City on weekends	\$82,000	2,461	\$33.32	6	24	38	5	Put in if Budget Allows
2018	Alternate 28X trips to serve the airport directly	\$(1)	-3,612	\$-	0	54	5	3	Minor Service Reduction
2018	Extend 20 to Sewickley, and pull 21 to Moon	\$119,907	-5,034	\$-	0	35	19	0	No longer applicable

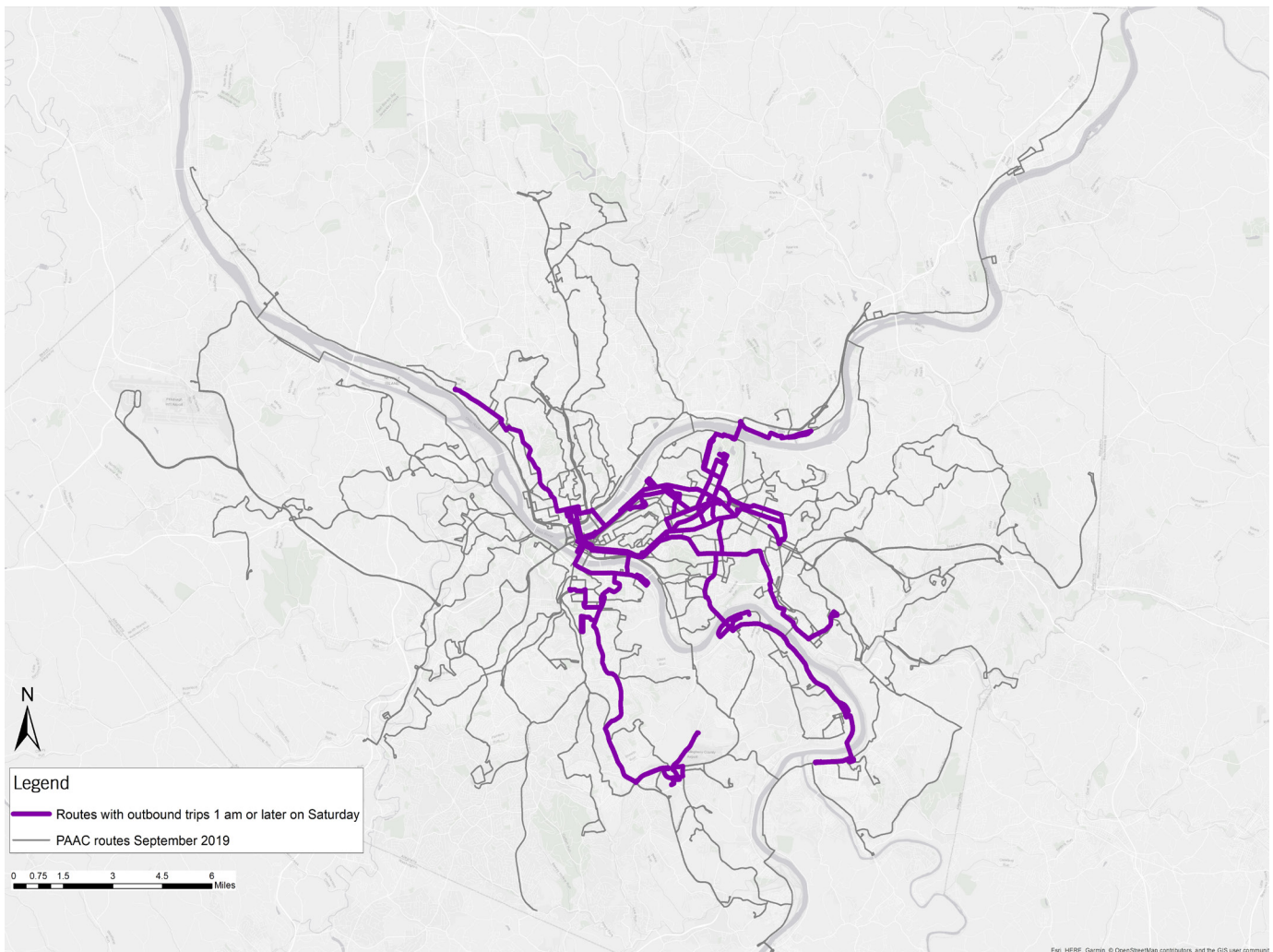
PLANNING FOR FY2021

Port Authority strives to support the economy and transportation needs of those who need to get to and from work or other appointments at all hours of the day. Port Authority commits to planning and evaluating service options to close gaps in fixed route transit service coverage, whether it be late at night, early in the morning or on the weekends. In addition to items within the Service Request FY2021 list, Port Authority will solicit public feedback on the following topics:

- Expanded later or earlier service hours on routes
- Dedicated night service routing that may differ from regular routing
- Saturday and Sunday service on Local and Coverage routes

Currently, there are 7 local and coverage routes without any weekend service, and 6 additional routes without Sunday service.

Based on public feedback, Port Authority plans to evaluate these topics for future implementations based on Efficiency, Effectiveness, and Equity to improve the quality of service to community.



Summary

The Port Authority is committed to fairly assessing transit service and service requests. The Authority strives to maintain public trust by applying the same set of standards to every route and service request, and by releasing the results of these evaluations to the public. Suggestions and feedback from riders are vital to this process. In partnership with the public, the agency will continually strive to improve the quality of service in the community.

In past years the Annual Service Report has been published in June, evaluating service performance and service requests for the previous calendar year. Starting in 2020, all evaluations will be based on the previous fiscal year (July through June) and the final report will be published in November.