



Fight for the 4 Survey Findings, May 2025

Why We Made This Survey

In March 2025, Troy Hill neighbors learned that our bus route (4 – Troy Hill) would be eliminated under PRT's proposed service cuts slated to being in early 2026. In response, Troy Hill Citizens issued a survey to learn more about how our neighbors use the 4 and what impact its elimination would have. This report is a public share out of the findings from 54 responses between March and late April 2025.

What We Found

The results from this survey show:

1. Troy Hill bus riders depend on the 4 for regular transportation.
2. Troy Hill neighbors use the bus to meet their basic needs.
3. Alternative transportation options present significant challenges.
4. Many neighbors are open to increased fares if it stops route elimination.
5. Neighbors want PRT and our legislators to know that eliminating the 4 would be a huge blow to our neighborhood.

Charts and quotes related to each of these findings can be found in the following pages.

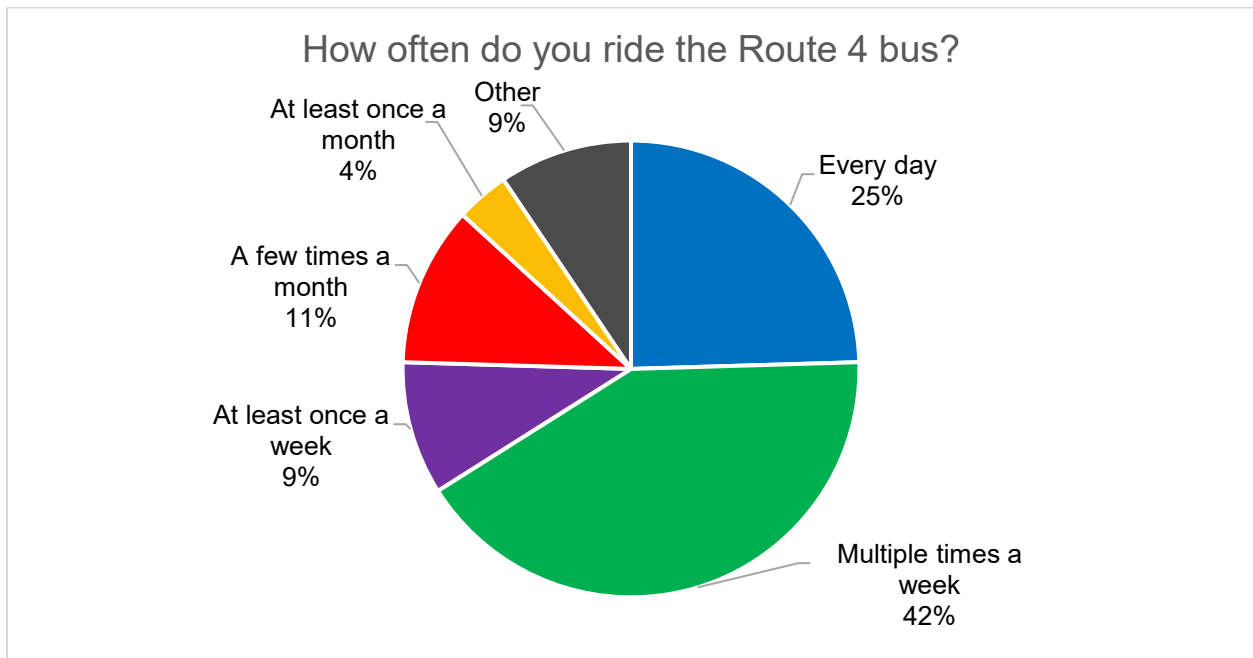
A Call to Action to our Legislators: Fund PRT, and Fight for the 4

As you will see in this report, losing the 4 would devastate our neighborhood, disproportionately impacting seniors, people with disabilities, children, and those with the least socioeconomic advantage. While we know the PRT funding crisis didn't happen overnight, the time to address it is now. We call on our elected officials to use all available means to fund PRT and save our bus.

Thank you to our neighbors for participating in this survey!

Troy Hill bus riders depend on the 4 for regular transportation.

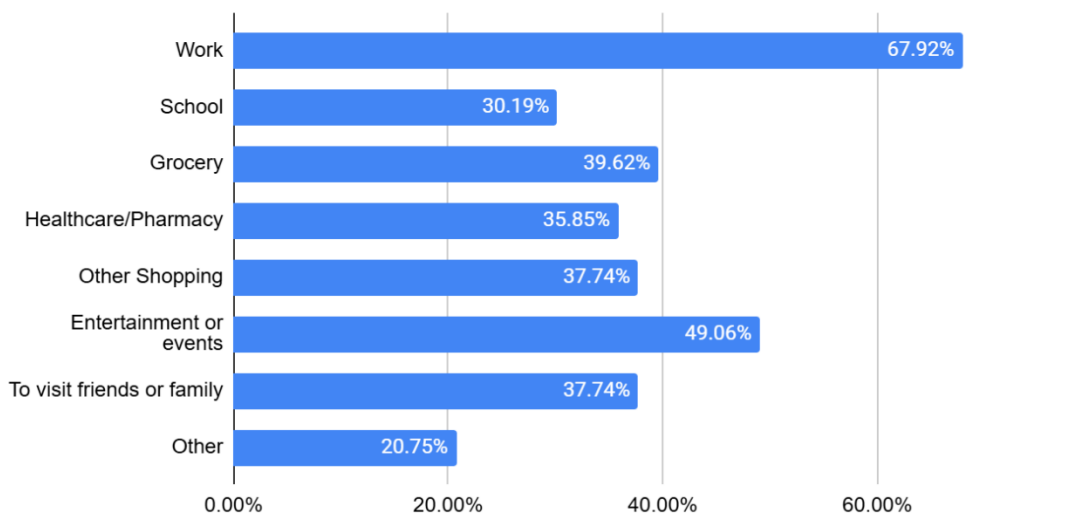
Two thirds of neighbors reported that they ride the bus multiple times a week or every day.



Troy Hill neighbors use the bus to meet their basic needs.

Most 4 riders use the bus to travel to and from work (68%). The 4 also transports many neighbors to entertainment and events (49%) and to purchase groceries (39%).

Where do you travel using the route 4 bus?



Alternative transportation options present significant challenges.

We asked neighbors to share how they would reach the same destinations from above if the Route 4 bus were to be eliminated.

Many 4 riders said they would drive and/or use rideshare but that the financial impact would be significant.

- “[I’d] walk or drive. Pay \$15/day for parking. Significant financial impact.”
- “It would be tough. We would have to drive and pay for parking or maybe take a rideshare which is much more expensive.”
- “It would be very difficult. I would need to spend money on ride share services which are not very affordable and I would be trapped on Troy hill with less ability to get around the city and access services I need”

In Troy Hill, other transportation options such as walking, biking, or taking alternative buses require physical ability to walk or bike steep streets and long distances.

- “I’m able-bodied enough to walk to the further Route 6 bus. For many of our neighbors, walking that distance isn’t an option.”
- “I wouldn’t have a way to reach most of my destinations. If anything, I could walk. But that is not ideal when living on top of a huge hill. No one wants to climb Rialto or Troy Hill Rd especially with the weather getting hotter.”
- “Walk for up to an hour.”

Many neighbors who rely on the 4 do not see any reliable and accessible transportation option for themselves if the 4 was to be eliminated.

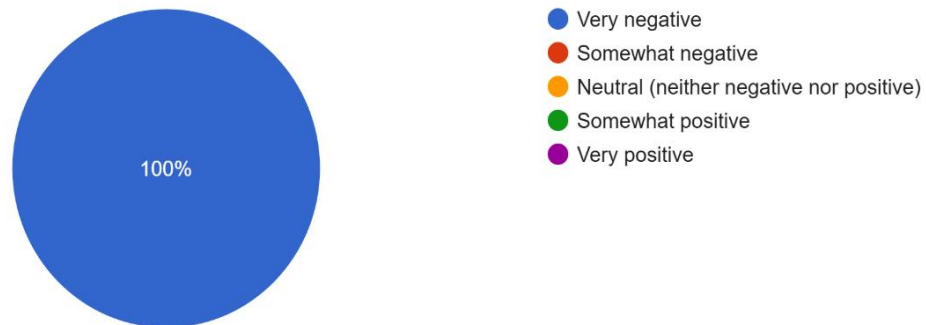
- “I don’t know what I would do if they eliminated it because it is the only bus that takes me to my destination and takes me home.”
- “I don’t know and that is why I am worried about. Is my only transportation method.”
- “I wouldn’t be able to reach the grocery store or downtown shopping.”

Many neighbors are open to increased fares if it stops route elimination.

While 100% of our neighbors who completed our survey feel “very negative” about the elimination of the 4, over half feel neutral or positively about the idea of a fare increase (if it helps maintain bus access).

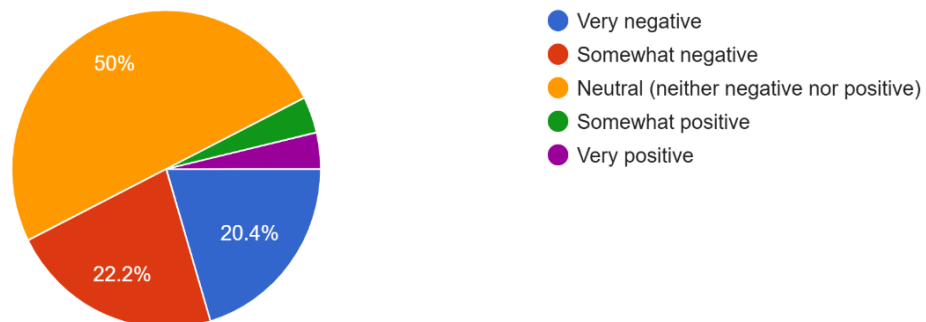
How do you feel about PRT's proposal to eliminate the Route 4 bus?

54 responses



How do you feel about PRT's proposal to increase the bus fare to \$3?

54 responses



Neighbors want PRT and our legislators to know that eliminating the 4 would be a huge blow to our neighborhood.

"I'm disabled and can't drive. This isolates me so I can't go anywhere and may prevent me from getting a job.

I think it will devastate the Troy Hill community. So many people rely on the bus to access downtown/connections to other areas. This will isolate people in a significant way and make TH a hard place to want to move for those who don't have cars.

"My neighbors and I rely on this bus to get to the northside and downtown and transfer to other bus lines. It is already the only bus route for our neighborhood and doesn't come as frequently as we would like. Life would be exponentially harder if this line were eliminated."

"Given that Troy Hill is a food desert, the elimination of bus routes would make getting food nearly impossible for many people who live up here."

"My father relies on caregivers who get to him by bus. Cutting this route would effectively cut all his service, he loves his caregiver. This is just ridiculous."

"This is a serious blow to the neighborhood. I know it isn't a big neighborhood, but for how close it is to downtown, it'd be crazy for it to not have a bus option. Especially for those with mobility challenges."

"If you eliminate route for it will affect not only me but many many other people. So many people used the bus route to get back and forth to work and that could cause them to lose their jobs and a lot of them aren't able to go up the steep steps to ride the six. I would definitely be willing to pay \$3 to ride the bus and keep it coming to Troy Hill."

"I think having a bus route in our neighborhood connects neighbors, brings more diverse residents etc. Without the bus, people will likely move away from our neighborhood. I know I would look for a different home to rent when my lease is up."

"It really affects many kids who live in Troy Hill and will have no way to get downtown to go to school. Not all kids have rides everywhere. Some kids may have to either move schools or get HOMESCHOOLED because of this issue."

"Young people who go to high school and live in this area of Pittsburgh take bus number 4. My mom uses it to go to work, buy groceries, and many people who don't have a car rely on it too. I often see many elderly people taking the bus as well, and all of this would greatly affect us in the Troy Hill area. Honestly, I would rather see the fare increase—even though that would have a big impact on our wallets—because the bus is essential for the residents of Troy Hill."

(continued on next page)

“Eliminating the 4, 2, and 6 would make the 1-Freeport the only remaining bus available to this area. The Rialto steps are not accessible, so this is truly not a viable substitute. Eliminating these routes impacts my ability to get to work when the weather is not optimal for biking, and is cheaper than driving and paying for parking.”

“It is important to allow for there to be a way for people without personal vehicles or who can no longer drive to reach downtown. Troy Hill and Reserve both have aging populations and lack of options is a shame.”

“Eliminating the Route 4 would be much more costly for me. I would have to utilize a ride share like Lyft or Uber. This defeats the purpose of living in part of town that is so close to downtown. It would cost me at least \$20 every time I’d need to leave the neighborhood and come back. It would be absolutely idiotic for me to start paying \$10 just to commute when I was paying \$7 for a day pass.”

“I won’t be able to see my friends or go to the library or really anywhere on my own.”