

ACCESSIBLE SERVICES AND FEATURES

A Guide for Riders



Pittsburgh Regional Transit

Pittsburgh Regional Transit (PRT) has several programs and tools to make your trip easy and accessible. This guide will provide an overview of these features throughout your journey, and will include information and rider tips, from purchasing your fare, to boarding, to when to ask the operator for assistance. We hope you find this guide to be helpful.

If you have any additional questions, we encourage you to call Customer Service at 412.442.2000.

BEFORE YOU RIDE

BE PREPARED WITH YOUR FARE

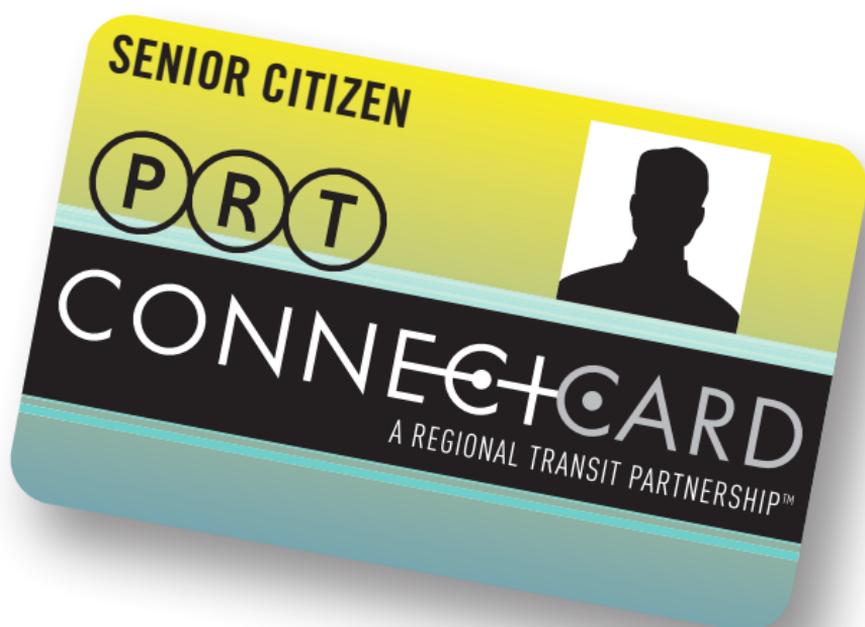
Pittsburgh Regional Transit offers a range of fare products to meet the needs of all of our riders. You can purchase fare products at our Downtown Service Center, located at 623 Smithfield Street, or at one of many ConnectCard machines or retail locations throughout Allegheny County. Cash fares are also accepted on all our vehicles. For more information, visit ridePRT.org/Fares.

Reduced Fare

If you have a disability, you may be eligible for a Reduced Fare ConnectCard, which entitles half-fare payments. A Reduced Fare ConnectCard can be loaded with stored cash value, a 7-day pass, or a 31-day pass at any ConnectCard machine, retail location or the Downtown Service Center. If you are paying with cash, you must first tap your Reduced Fare ConnectCard to verify your eligibility. For more information about the application process, please visit ridePRT.org or call **412.255.1356**.

Free Transit for Older Adult Riders

Adults 65+ ride free on all PRT vehicles with a Senior Citizen ConnectCard, or a state-issued senior citizen transit pass.



To obtain a Senior Citizen ConnectCard, please apply in person at PRT's Downtown Service Center, located at 623 Smithfield Street, or at one of the participating legislative offices in Allegheny County. For an up-to-date list of locations, please visit our website at ridePRT.org or call **412.442.2000**. Before visiting a legislative office, please call that office to verify their hours of operation.

If you apply at the Downtown Service Center, you will receive your Senior Citizen ConnectCard immediately. If you currently have a blue (male) or yellow (female) paper senior citizen identification card, we will collect the paper card and exchange it with the ConnectCard for FREE. If you apply at another location, your Senior Citizen ConnectCard will be mailed back to that location. Once you receive a letter in the mail stating that it is ready, you can pick it up.

Applicants must be 65 at the time of application. When applying, you must present one of the following as proof of age:

- Photo driver's license
- Birth certificate
- Armed Forces discharge or separation papers
- Baptismal certificate (if it has your date of birth)
- PACE ID card
- Passport or naturalization papers
- Pennsylvania ID card
- Statement of age from the U.S. Social Security Administration

SCHEDULE A VISIT AT THE MOBILITY CENTER

Located inside the ACCESS offices at 650 Smithfield Street, the Mobility Center provides riders an opportunity to experience what it is like to board, pay fare, and use the wheelchair securements on a replica of a bus. In addition to bus orientation, trained and helpful staff are available to assist with trip planning.

To schedule your visit or to learn more, call **412.562.5353** (or TTY 711).

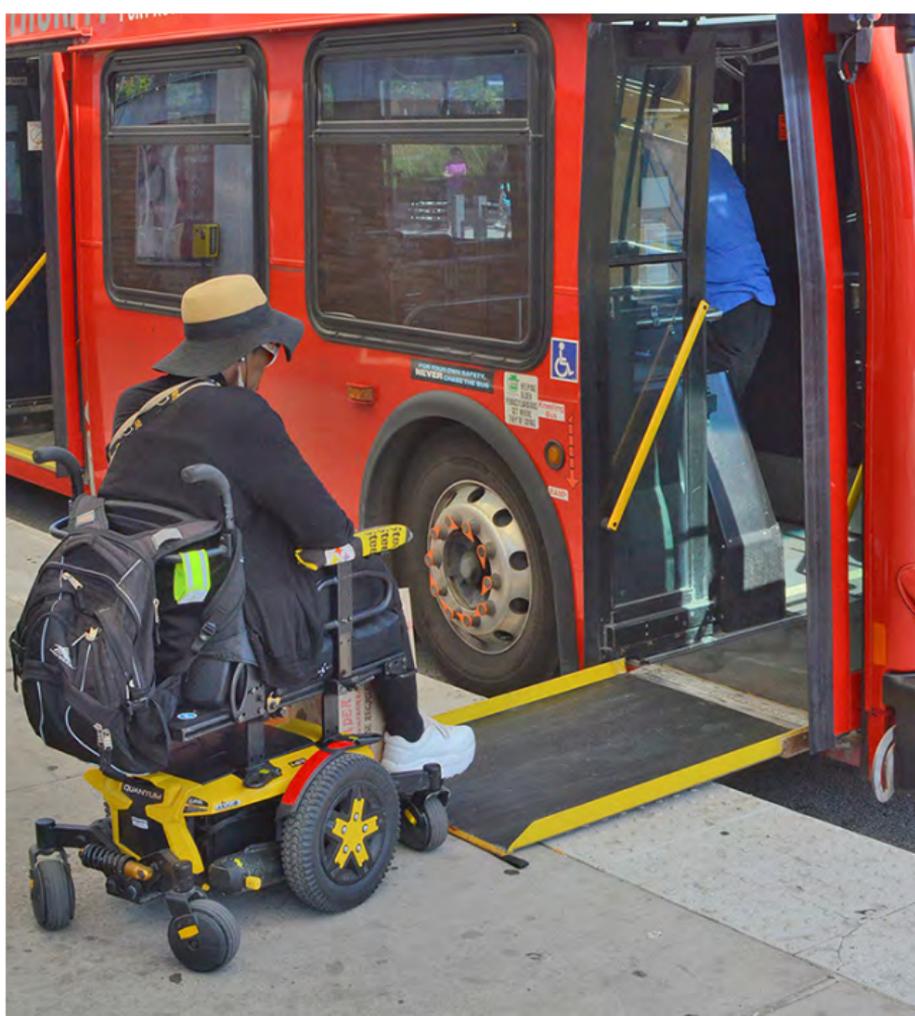


ACCESSIBLE VEHICLES

All PRT buses, light rail vehicles, and the Monongahela Incline are ADA-compliant, utilizing handrails and/or vertical poles to aid with sitting, standing and balance. Below you will find more information about how each vehicle type is accessible, including rider tips that can help to improve your experience.

Bus

All buses are equipped with ramps. You do not need to use a wheelchair or mobility device to request the ramp to get on or off the bus. **If using the ramp would make it easier and safer for you to board and exit the bus, just ask the operator.**



Buses are also capable of “kneeling” – lowering the height from the entrance door at the front of the bus to the street/sidewalk for easier entry. **Please ask the operator if you would like them to kneel the bus and they will be happy to assist.**

All stations along the West Busway and Martin Luther King, Jr. East Busway are ADA-accessible, featuring ramps, curb cuts, guide rails, and key station information available in braille. Select South Busway stations are accessible as well, including South Hills Junction, Whited, South Bank, Central, Inglewood, Overbrook, and Glenbury. As improvements continue to be made throughout the system, please visit **ridePRT.org** for a complete list of accessible stations.

Light Rail

High-platform light rail stations are accessible. The international accessibility symbol is used on the schedule to designate high-level platform stops.

These stations are: Allegheny, North Side, Gateway, Wood Street, Steel Plaza, First Avenue, Station Square, South Hills Junction, Fallowfield, Potomac, Dormont Junction, Mt. Lebanon, Castle Shannon, Overbrook Junction, Washington Junction, South Hills Village, Boggs, Bon Air, Denise, South Bank, McNeilly, Killarney, Memorial Hall, Willow, Lytle, West Library and Library.

All other light rail stations have low-platforms and are not accessible. They require walking up or down a set of steps at the front of the vehicle to board or exit. Directional braille signs are available to assist with finding the exits.

Inclines

The Monongahela Incline's west car is wheelchair accessible.

The Duquesne Incline is wheelchair accessible only from its upper station, and the cars can accommodate wheelchairs up to 25 inches in width. PRT does not operate the Duquesne Incline. If you have any questions, please call **412.381.1665** or visit **DuquesneIncline.org**.

ACCESS

ACCESS is an advance reservation, shared-ride paratransit service open to the public but primarily serves individuals with disabilities, clients of human service agencies, and older adults aged 65 and over. ACCESS is sponsored by PRT.

Service is provided throughout Allegheny County seven days a week. For information about ACCESS, call **412.562.5353** (TTY 711) or visit **MyAccessRide.com**.



HELPFUL INFO

BUS IDENTIFIER KITS AND COMMUNICATIONS BOOKS

Bus identifier kits, also called route ID kits, are handheld signs used to let operators know which bus route you need. The kits include a selection of large-print letters and numbers with braille located at the top of each card and are designed to be customized by the rider.

Customized, individual communications books can also be created to help communicate your needs and/or destination to operators.

For bus identifier kits, or to request to create a communications book to meet your needs, please call Customer Service at **412.442.2000** or **412.231.7007** (for TTY).



RIDER TOOLS

TIME TO BOARD

Below you will find additional rider tips to help make your ride as smooth as possible.

If you need assistance during your ride, ask the operator!

- If you are waiting at a bus stop, route announcements are made outside of the vehicle. Many busway and light rail stations also display real-time vehicle arrival information and have an audio button that will play an audio message with this information. Locations include on the East Busway at Roslyn, Hamnett, Wilkinsburg, Homewood, East Liberty and Negley Stations; on the West Busway at Crafton and Sheraden Stations; and at Lytle, Washington Junction, St. Anne's, Castle Shannon, Mount Lebanon, Dormont, Potomac, Memorial Hall, South Hills Junction, and Station Square light rail stations.
- If you are riding a bus and would like to use the ramp or have the bus lowered to board, please ask the operator.
- If you have a bus identifier kit, make sure it is visible to the operator while you are waiting at your stop to let them know which bus route(s) you need.
- **If needed, the operator will be happy to assist you when using the fare box.**

- To help identify a stop for vehicle tracking, you can find the bus stop numbers affixed to each bus stop sign. Braille plates with stop numbers are available at our downtown bus stops and at stops along our East, West, and South busways.
- On our buses, braille plates with the 4-digit vehicle number can be found on the panel closest to the front door of the bus (to the right as you are exiting the bus), or directly to the left of the main front doors (by the operator) of a rail car. These numbers can come in handy as they help to identify the vehicle if you should need to call Customer Service for any reason.
- Priority seating is located on both sides near the front of each bus or light rail vehicle. When necessary, PRT operators will ask other riders to vacate designated seats for older adults or individuals with disabilities.
- Reserved spaces with wheelchair securements are available to provide a safe and secure ride for passengers who use mobility devices. The use of these securements is optional. If you require assistance, please ask the operator.



- **For your safety, if you would prefer to be seated before the vehicle moves, let the operator know you need a few moments.**
- Buses and light rail vehicles automatically announce major stops, intersections, and transfer points. **When boarding, you're welcome to let the operator know where you need to exit. They will let you know when the vehicle is approaching that stop.**
- If the internal or external automatic announcements are not working, the operator will make verbal announcements.
- **Make sure you let the operator know which stop you need by using one of the stop request buttons, pull cords, or strips (on rail cars).**
- **You can also find a stop button on the back of each seat in the wheelchair securement area on a bus. If you push this button, it will ring twice to alert the operator you will need to exit at the next stop, and that the ramp will be needed.**



LEARN ABOUT OUR SERVICE ANIMAL POLICY AND PET POLICY

Service animals – including, but not limited to, guide dogs or guide dogs in training – are welcome on all PRT vehicles. They do not necessarily have to be on a traditional harness but must be controlled by their owners while on the vehicle. No service animals are permitted on vehicle seats for hygiene and potential patron allergy reasons. No extra fare is required for animals.

You are also allowed to bring personal pets and emotional support animals on board our vehicles, but they must be in a carrier that can fit on your lap.



THE “SAFETY NET” PROGRAM

If you use a wheelchair, scooter or other mobility device and are unable to board a bus due to a malfunctioning lift/ramp or other circumstances (such as the wheelchair securements already being in use), and the next bus is more than 30 minutes from arrival, PRT will send a bus with working equipment to take you to the bus stop closest to your destination. If a bus is not available, an ACCESS vehicle will be sent. However, if the next bus is due within 30 minutes, you will be asked to wait for that bus.

If you have any questions or require additional assistance, please call PRT Customer Service at **412.442.2000** or **412.231.7007** (for TTY) on weekdays from 6 am to 7 pm and on weekends and holidays from 8 am to 4:30 pm. After regular business hours, please call Port Authority Police at **412.255.1385**.

CONTACT US

CUSTOMER SERVICE

PRT Customer Service is staffed by helpful and experienced representatives who are happy to assist with everything from trip planning to general questions, to registering any complaint or commendation you may have.

Representatives are available Monday through Friday from 6 am to 7 pm and on weekends and major holidays from 8 am to 4:30 pm at **412.442.2000**. Teletypewriter system (TTY) information is also available for individuals with speech and hearing impairments at **412.231.7007**.

After business hours, our Interactive Voice Response (IVR) system enables you to use both touchtone phone and voice recognition technology to instantly access information about your next scheduled bus, light rail vehicle or incline, and even your ConnectCard balance – 24 hours a day, seven days a week.

VISIT US ONLINE

Plan your trip and get schedules, fare information, news, detours and more at ridePRT.org. You can also follow our Twitter account, [@PghTransitAlert](https://twitter.com/PghTransitAlert), for rider alerts and updates. You do not need to have a Twitter account to view the alerts. Simply go to [Twitter.com/PghTransitAlert](https://twitter.com/PghTransitAlert).

Our website also has a LiveChat feature. If you have any questions while you are browsing our website or planning your trip, Customer Service representatives are available to assist. For more information visit ridePRT.org/LiveChat.



For Complaints and Modification Requests

PRT is committed to making reasonable modifications and accommodations to policies, practices, and procedures to ensure that our services are accessible to individuals with disabilities.

If you would like to request a reasonable modification of PRT's policies, practices, or procedures, please contact Customer Service at **412.442.2000** or **412.231.7007** (for TTY) or online at ridePRT.org/CustomerService. You may also contact Customer Service to submit complaints.

THANK YOU

We hope that the information provided in this brochure is helpful for your journey on public transit and encourage you to reach out to us if you have any questions, concerns, or suggestions for improvement. Thank you for riding with us!

To request a copy of this brochure
in an accessible format, please
contact Customer Service at
412.442.2000 or 412.231.7007 (for TTY).



Translation?
¿Traducción? 需要翻譯?
ترجمة Traduzione? अनुवाद
412.442.2000

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345 Sixth Avenue
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