

ACCESSIBLE SERVICES AND FEATURES

A Guide for Riders



PortAuthority

Port Authority has several programs, tools, and features 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, and encourage you to call Customer Service at 412.442.2000 or 412.231.7007 (for TTY) if you have any questions. We're here to help!

BEFORE YOU RIDE

BE PREPARED WITH YOUR FARE

Port Authority offers a range of fare products to meet the needs of all riders. You can purchase fare products at our Downtown Service Center, located at 623 Smithfield St., or at one of many ConnectCard machines or retail locations throughout Allegheny County. Cash fare is also accepted on all of our vehicles. For more information, visit **[PortAuthority.org/Fares](https://www.portauthority.org/fares)**.

Reduced Fare

If you are a person with a disability you are eligible for a Reduced Fare ConnectCard, which entitles half-fare payments. A Reduced Fare ConnectCard can be loaded with stored cash value or 10-trip blocks at any ConnectCard machine, retail location or the Downtown Service Center. If you are paying cash half-fare, you must tap your Reduced Fare ConnectCard to verify your eligibility. For more information about the application process, please visit **[PortAuthority.org](https://www.portauthority.org)** or call **412.255.1356**.

Free Transit for Older Adult Riders

Adults 65+ ride free on all Port Authority vehicles with a Senior Citizen ConnectCard, or a blue or yellow Pennsylvania Senior Citizen ID.



To obtain a Senior Citizen ConnectCard, please apply in person at Port Authority's Downtown Service Center, located at 623 Smithfield Street in downtown Pittsburgh, or at one of the participating legislative offices in Allegheny County. For an up-to-date list of locations, please visit our website at **PortAuthority.org** or call **412.442.2000** or **412.231.7007** (for TTY). Before visiting a legislative office, you are encouraged to call that office.

SCHEDULE A VISIT AT THE MOBILITY CENTER

Located in the ACCESS offices at 650 Smithfield St., the Mobility Center provides riders an opportunity to experience what it is like to board, pay fare, and use the wheelchair securements on a to-scale replica of a Port Authority 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).



CHOOSE YOUR MODE OF TRANSPORTATION

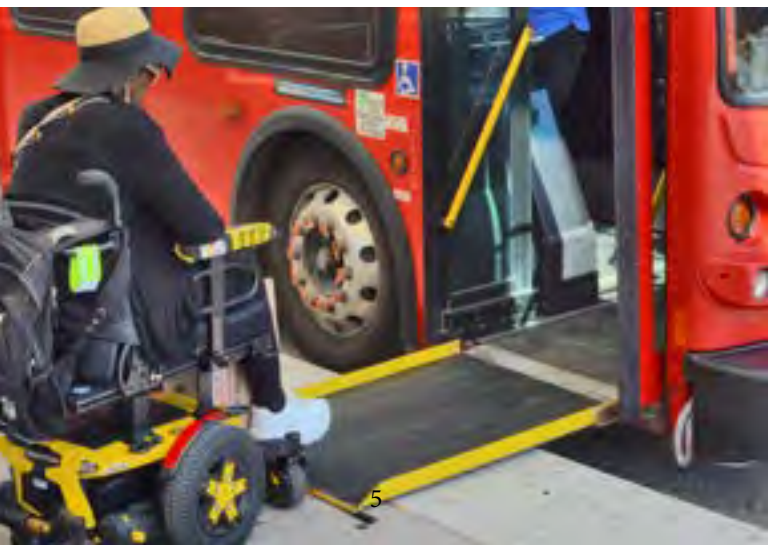
ACCESSIBLE VEHICLES

All Port Authority bus and light rail vehicles, and the Monongahela Incline, are ADA-compliant. 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 for getting on and 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 **PortAuthority.org** for a complete list of accessible stations.

Light Rail

Light rail high-platform stations are accessible. The international accessibility symbol is used on the schedule to designate high-level platform stops. Once at the stop, directional Braille signs are available to assist with finding the exits.

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.

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. Port Authority 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 that is open to the general public but primarily serves individuals with disabilities, clients of human service agencies and older adults aged 65 and over. ACCESS is sponsored by Port Authority.

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



PLAN YOUR TRIP

VISIT US ONLINE

Plan your trip and get schedules, fare information, news, detours and more at **PortAuthority.org**.

You can also follow our Twitter account, @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.

Our website also has a Live Chat 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 **PortAuthority.org/LiveChat**.



CONTACT CUSTOMER SERVICE

Port Authority 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**, or on Twitter **@PghTransitCare**. 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.

LEARN ABOUT OUR SERVICE ANIMAL POLICY AND PET POLICY

Service animals – including, but not limited to, guide dogs or guide dogs in training – are welcomed on all Port Authority vehicles. They do not necessarily have to be on a traditional harness but must be controlled by their owners while on the vehicle. 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.

GATHER YOUR RIDER TOOLS

ACCESSIBLE FORMATS

If you require this brochure, or any other printed material(s) from Port Authority, in an accessible format (such as large print, Braille, audio or txt/word documents by e-mail), please Contact Customer Service at **412.442.2000** or **412.231.7007** (for TTY). They will be happy to provide the information you need in the format that works best for you.

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).

TIME TO BOARD

VEHICLE FEATURES AND RIDER TIPS

Below you will find helpful rider tips and vehicle features that will help to make your ride as smooth as possible. **If you need assistance during your ride, just ask the operator!**

At Your Stop

- **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.**
- 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.

- Many busway and light rail stations have digital display boards with an audio button that communicate real-time vehicle arrival 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.
- Once the bus or rail car arrives, route announcements are made outside of the vehicle when the doors open. If for any reason the external announcement does not play, the operator will call out the route number.



Boarding

- **If you are riding a bus and would like to use the ramp or have the bus lowered to board, all you have to do is ask the operator!**
- **If needed, the operator will be happy to assist you when using the fare box.**
- Handrails and/or vertical poles are available throughout each vehicle to aid with sitting, standing, and balance.

Finding Your Seat

- **For your safety, if you would prefer to be seated before the vehicle moves, let the operator know you need a few moments.**
- Priority seating is located on both sides near the front of each bus or light rail vehicle. **If you need to be seated to ride safely and the priority seats are occupied, ask the operator for help and they will assist you.**
- **Reserved spaces with wheelchair securements are available to provide a safe and secure ride for riders who use wheelchairs or other mobility devices. Use of the securements is optional. If you would like assistance, please ask the operator.**



Stop Announcements

- Buses and light rail vehicles automatically announce major stops, intersections, and transfer points. **When boarding, you are also welcome to let your operator know where you need to exit. They will let you know when the stop is approaching.**
- If the internal or external automatic announcements are not working, the operator will make the announcements.
- The next stop automatically displays at the front of each bus or rail car, as well as at the center of the longer, articulated buses.

Exiting the Vehicle

- **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 the seat at each wheelchair securement area on a bus. If you push this button, it will ring twice so that the operator knows you will need to exit at the next stop, and that you would like to use the ramp (see image below).**
- 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.



IMPORTANT INFORMATION TO KNOW BEFORE YOU GO

THE “SAFETY NET” PROGRAM

If you are a rider who uses 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, Port Authority 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 should have any questions or require additional assistance, please call Port Authority 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**.

FOR ADA-RELATED COMPLAINTS AND REASONABLE MODIFICATION REQUESTS

Port Authority is committed to making reasonable modifications and accommodations to policies, practices and procedures to avoid discrimination and ensure that our programs are accessible to individuals with disabilities.

If you would like to request a reasonable modification of Port Authority's policies, practices, or procedures, please contact Customer Service at **412.442.2000, 412.231.7007** (for TTY) or online at **[PortAuthority.org/CustomerService](https://www.portauthority.org/CustomerService)**.

You may also contact Customer Service to submit an ADA-related complaint.

Thank You

Our goal is to make your ride as safe, secure, and accessible as possible. We hope that the information in this guide 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
Pittsburgh, PA 15222-2527**

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